

10/27/00
10852 U.S. PTO

10-30-00

DATE OF EXPRESS M DEPOSIT: 10/27/2000

PTO/SB/05 (08-00)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Please type a plus sign (+) inside this box →

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

UTILITY
PATENT APPLICATION
TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. Fee Transmittal Form (e.g., PTO/SB/17)
(Submit an original and a duplicate for fee processing)
2. Applicant claims small entity status.
See 37 CFR 1.27.
3. Specification [Total Pages 36]
(preferred arrangement set forth below)
 - Descriptive title of the invention
 - Cross Reference to Related Applications
 - Statement Regarding Fed sponsored R & D
 - Reference to sequence listing, a table, or a computer program listing appendix
 - Background of the Invention
 - Brief Summary of the Invention
 - Brief Description of the Drawings (if filed)
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure
4. Drawing(s) (35 U.S.C. 113) [Total Sheets 22]
5. Oath or Declaration [Total Pages]
 a. Newly executed (original or copy)
 b. Copy from a prior application (37 CFR 1.63 (d))
 (for continuation/divisional with Box 17 completed)
 - i. **DELETION OF INVENTOR(S)**
Signed statement attached deleting inventor(s)
named in the prior application, see 37 CFR
1.63(d)(2) and 1.33(b).
6. Application Data Sheet. See 37 CFR 1.76

17. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:

 Continuation Divisional Continuation-in-part (CIP)

of prior application No.: _____ / _____

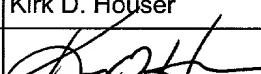
Prior application information: _____ Examiner _____

Group / Art Unit. _____

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS

<input type="checkbox"/> Customer Number or Bar Code Label		(Insert Customer No. or Attach bar code label here)			<input type="checkbox"/> or <input checked="" type="checkbox"/> Correspondence address below
Name	Kirk D. Houser				
Address	Eckert Seamans Cherin & Mellott, LLC				
	600 Grant Street, 44th Floor				
City	Pittsburgh	State	PA	Zip Code	15219
Country	U.S.A.	Telephone	412-566-6000	Fax	412-566-6099

Name (Print/Type)	Kirk D. Houser		Registration No. (Attorney/Agent)	37,357
Signature			Date 10/27/00	

Burden Hour Statement. This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231

A
10/27/00
10852 U.S. PTO
09/09/02 pro

METHOD FOR COMPLETING AND STORING AN ELECTRONIC RENTAL AGREEMENT

CROSS-REFERENCE TO RELATED APPLICATIONS

5 This application is related to commonly assigned, copending United States Patent Application Serial Nos. 09/556,153, filed April 21, 2000, entitled "Reservation Entry Method and System"; 09/564,911, filed May 4, 2000, entitled "System And Method For Evaluating Items Or Services For Possible Reservation";
10 _____, filed _____, 2000, entitled "System and Method for Completing a Rental Agreement Online" (Attorney Docket No. 285277-00015); and _____, filed _____, 2000, entitled "Method for Completing a Rental Agreement Online and Bypassing a Rental Counter" (Attorney Docket No. 285277-00017).

BACKGROUND OF THE INVENTION

Field of the Invention

15 The present invention relates to a method for completing a rental agreement and, more particularly, to a method for completing and storing an electronic rental agreement for an item or service, such as a vehicle rental service.

Background Information

20 The Internet comprises a vast number of computers and computer networks that are interconnected through communication links. The interconnected computers exchange information using various services, such as electronic mail (*i.e.*, e-mail), and the World Wide Web ("WWW"). The WWW service allows a server computer system (*e.g.*, a web server, a web site) to send graphical web pages of information to a remote client computer system. The remote client computer system can 25 then display the web pages. Each resource (*e.g.*, computer, web page) of the WWW is uniquely identifiable by a Uniform Resource Locator ("URL"). To view a specific web page, a client computer system specifies the URL for that web page in a request (*e.g.*, a HyperText Transfer Protocol ("HTTP") request). The request is forwarded to the web server that supports that web page. When that web server receives the request, it sends 30 that web page to the client computer system. When the client computer system receives that web page, it typically displays the web page using a browser. A browser is a special-purpose application program that effects the requesting of web pages and the displaying of web pages.

Currently, web pages are typically defined using HyperText Markup Language ("HTML"). HTML provides a standard set of tags that define how a web page is to be displayed. When a user indicates to the browser to display a web page, the browser sends a request to the server computer system to transfer to the client computer system an HTML document that defines the web page. When the requested HTML document is received by the client computer system, the browser displays the web page as defined by the HTML document. The HTML document contains various tags that control the displaying of text, graphics, controls, and other features. The HTML document may contain URLs of other web pages available on that server computer system or other server computer systems.

The World Wide Web is especially conducive to conducting electronic commerce (*i.e.*, e-commerce). Many web servers have been developed through which vendors can advertise and sell products or enter reservations for items or services, such as vehicle rentals.

A typical evaluation process for a vehicle rental reservation on a web site on the Internet includes the repetition (for a desired number of different vehicles) of seven steps across a plurality of different web pages. The seven steps, which are employed to determine the availability of one vehicle, include: (1) entering a user's personal information; (2) entering the pick-up date, location and time of the desired rental; (3) entering the drop-off date and time (and optionally the drop-off location) for the rental; (4) selecting a vehicle type; (5) entering other applicable information and clicking to request the rental availability, rates and reservation information for the selected vehicle type; (6) displaying the rental availability, rates and reservation information for the user; and (7) displaying the user-entered information. After these steps, the user may click to reserve the particular vehicle.

It is known to provide a master rental proposal and to accept such proposal, in handwriting, in order to provide a master rental agreement, such as a car rental club agreement.

It is also known to online-modify a pre-existing master rental agreement. It is further known to online-enter a reservation based upon a pre-existing master rental agreement, in order to bypass a rental counter at a rental facility.

Known vehicle rental agreements must be signed in handwriting, with selected or declined options, such as, for example, CDW, requiring initials in

handwriting. In turn, the signed and initialed document may be scanned and stored on a suitable electronic media (e.g., a CD) for possible future reference.

There is room for improvement in systems and methods for online reservations.

5

SUMMARY OF THE INVENTION

Known conventional reservation methods do not permit a user to complete and store an electronic rental agreement for a vehicle without employing a pre-existing master rental agreement. Furthermore, such methods do not permit a user to complete and store an electronic rental agreement with rental-related information that is 10 different from that which is contained in the master rental agreement. In such circumstances, the user, such as a business traveler or a person on vacation, must complete a handwritten rental agreement at a rental counter, thereby wasting business or vacation time at the counter.

15 The present method enters: (a) rental-related information without employing a master rental agreement, or (b) at least some of the rental-related information from a master rental agreement and allows modification of the information from the master rental agreement for rental of an item or service without modifying the master rental agreement; electronically accepts a rental proposal; and stores an electronic rental agreement based upon the accepted rental proposal.

20 In accordance with the present invention, a method for completing and storing an electronic rental agreement comprises: entering reservation-related information and rental-related information for an item or service, the entering step entering: (a) the rental-related information without employing a master rental agreement, or (b) at least some of the rental-related information from a master rental 25 agreement and allowing modification of the information from the master rental agreement for rental of the item or service without modifying the master rental agreement; providing a reservation for the item or service based at least in part upon the reservation-related information; creating and displaying a rental proposal based upon the reservation and the rental-related information; electronically accepting the rental 30 proposal; and storing the electronic rental agreement based upon the accepted rental proposal.

As a refinement, a message is sent to a database system responsive to the accepting step to indicate that a user has accepted the rental proposal. Also, a unique

transaction is stored in the database system for the accepted rental proposal. Further, a flag is stored along with the unique transaction in the database system to indicate that the accepted rental proposal is electronically signed. Preferably, the stored flag is employed to enable allocation of the item or service at a kiosk.

5 As a further refinement, a plurality of rental options are employed in the rental-related information; at least some of the rental options are accepted or declined; and a plurality of flags corresponding to the rental options are stored to signify the rental options that a user has accepted or declined. Preferably, the stored flags are retrieved; and it is determined whether the user accepted or declined the rental options based upon
10 the retrieved stored flags.

BRIEF DESCRIPTION OF THE DRAWINGS

A full understanding of the invention can be gained from the following description of the preferred embodiments when read in conjunction with the accompanying drawings in which:

15 Figure 1 is a block diagram of a rental / reservation process in accordance with an embodiment of the present invention.

Figure 2 is a block diagram of a client/server system in accordance with another embodiment of the present invention.

20 Figure 3 is a block diagram of a vehicle reservation and rental process in accordance with another embodiment of the present invention.

Figure 4 is a block diagram of a client/server system in accordance with another embodiment of the present invention.

Figure 5 is a block diagram of a vehicle reservation and rental process in accordance with another embodiment of the present invention.

25 Figure 6A is a block diagram showing a link from a home web page to a second web page, which presents an overview of exemplary steps, in accordance with an embodiment of the present invention.

Figure 6B is a “tell us about your trip” web page as displayed by the client system of Figure 2 after the display of the second web page of Figure 6A.

30 Figure 6C is a “select a vehicle” web page (after a calculation) as displayed by the client system of Figure 2.

Figure 6D is a "select rental options and calculate total" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6C.

5 Figure 6E is a "reservation confirmation" web page as displayed by the client system of Figure 2.

Figure 6F is a "tell us about yourself" web page as displayed by the client system of Figure 2.

10 Figure 6G is an "additional driver" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6F.

Figure 6H is a "your past rentals" web page as displayed by the client system of Figure 2 after the display of the web pages of Figure 6F or 6G.

15 Figure 6I is an "optional equipment" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6H.

Figure 6J is a "review your rental" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6I.

20 Figure 6K is a "terms and conditions" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6J.

Figure 6L is a "rental confirmation" web page as displayed by the client system of Figure 2 after the display of the web page of Figure 6K.

25 Figures 7A-7C are flow diagrams of the system of Figure 2.

Figure 8 is a block diagram of a process of storing a unique reservation and rental transaction in accordance with an embodiment of the invention.

Figure 9 is a block diagram of a process of storing a unique reservation and rental transaction in accordance with another embodiment of the invention.

DESCRIPTION OF THE PREFERRED EMBODIMENTS

25 As employed herein, the term "vehicle" shall expressly include, but not be limited to, any new or used vehicle having pneumatic tires, such as, for example, land-based vehicles, automobiles, cars, trucks, sport utility vehicles (SUVs), vans, motorcycles, mopeds, campers, trailers, and bicycles.

30 As employed herein, the term "item" shall expressly include, but not be limited, to any product or good which is available for reservation, such as, for example, a vehicle.

As employed herein, the term "service" shall expressly include, but not be limited, to any service which is available for reservation, such as, for example, a vehicle rental service.

As employed herein, the term "communication network" shall expressly include, but not be limited to, any local area network (LAN), wide area network (WAN), intranet, extranet, wireless communication system, global communication network, and the Internet.

As employed herein, the term "personal information" shall expressly include, but not be limited to, information pertaining to a natural person, firm, corporation, association, group or organization.

As employed herein, the term "rental facility" shall expressly include, but not be limited to, a facility, which provides rentals of items or services, such as, for example, a car rental facility of a car rental vendor at or near an airport (e.g., an airport in Miami, Florida; an airport in Los Angeles California; an airport in Boston, Massachusetts).

As employed herein, the term "rental counter" shall expressly include, but not be limited to, a rental counter, which is typically staffed by one or more persons, at or near a rental facility.

As employed herein, the term "kiosk" shall expressly include, but not be limited to, a rental station, which is typically not staffed by any persons, at a rental facility.

As employed herein, the term "vehicle rental lot" shall expressly include, but not be limited to, a parking lot, building or area for rental vehicles at a rental facility.

As employed herein, the term "exit gate" shall expressly include, but not be limited to, an exit, which is typically staffed by one or more persons, from a vehicle rental lot at a rental facility.

As employed herein, the term "HTML" shall expressly include, but not be limited, to HTML, dHTML (dynamic HTML), and other suitable technologies to produce a web page.

Figure 1 illustrates a process, which in the exemplary embodiment employs a client/server system 2, to complete a rental agreement (RA) 4 online. At a client system (C) 6, reservation-related information (RES. INFO.) 8 and rental-related information (RENT. INFO.) 10 are entered for an item or service, such as a vehicle 11

or a vehicle rental service. The rental-related information 10 is entered in one of two manners: (a) information (I) 10a is entered without employing a master rental agreement, or (b) at least some of rental-related information (I) 10b is entered from a master rental agreement (MRA) 12, with the entry allowing modification 13 of such information 10b for rental of the vehicle 11 without modifying the master rental agreement 12.

In turn, at a server system (S) 14, a reservation (RES) 16 for the vehicle 11 is provided based at least in part upon the reservation-related information 8. Such reservation-related information 8 may include: (1) only information which is related to a reservation; and/or (2) information which is related to a reservation and a rental. A rental proposal (RP) 18 is created and displayed based upon the reservation 16 and the rental-related information 10. The rental proposal 18 is accepted online at 20. Finally, the rental agreement 4, which is based upon the accepted rental proposal 18, is displayed.

Figure 2 illustrates an exemplary client/server system 22 which employs a suitable communication sub-system in the form of a global communication network, such as the Internet 24, between a client system 26, such as a personal computer (PC), for a consumer and a server system 28 for a rental company. The exemplary server system 28 includes a first private network 30 at a rental facility, a second private network 32 at a reservation site, and a server sub-system 34. The first private network 30 includes a router 36, a display 38 and a printer 40 at a kiosk, and one or more terminals 42 at a rental counter. The first private network 30 and the second private network 32 employ respective frame relay protocols 44 and 46 for communication with an asynchronous transfer mode (ATM) gateway 48 of the communication sub-system. The gateway 48, in turn, employs an ATM protocol 50 for communication with the server sub-system 34. The second private network 32 includes one or more terminals 52 and a router 54.

The server sub-system 34 includes an ATM switch 56, a router 58, a firewall 60, a processor component such as the exemplary web server 62 on the public side of the sub-system, a data storage component such as the exemplary database server 64 on the DMZ side of the sub-system, and a mainframe computer 66 on the private side of the sub-system. The server sub-system 34 further includes a reservation component such as the exemplary reservation system 68 running on the mainframe computer 66,

and a rental component such as the exemplary rental system 70 which also runs on the mainframe computer. The web server 62 provides a web site (WS) 72 for access by consumers such as a consumer (e.g., user, customer) at the client system 26.

The client system 26 includes a display component such as the exemplary browser 74 for displaying portions of the web site 72, a data entry component 76, a processor component 78, and a communication component 80, such as a modem. With reference to Figure 1, under control of the client system 26 of Figure 2, a consumer enters the information 8,10 pertaining to reservation/rental of an item or service, such as the exemplary vehicle 11. Alternatively, the service may be, for example, a vehicle rental service. The components 76,78,80 cooperate to send first information as reservation-related information 8 to the web site 72, to send second information as rental-related information 10 to the web site, and to receive the rental proposal 18 from the web site. Preferably, the display component 74 displays the received rental proposal 18.

The communication sub-system 80 employs the ATM protocol 50. The ATM switch 56 and the firewall 60 form a communication component of the server sub-system 34. The client system 26 communicates with the web server 62 with the ATM protocol 50 through the ATM switch 56 and the firewall 60.

Continuing to refer to Figures 1 and 2, one or both of the printer 40 and the display 38 at the kiosk of the rental facility are employed for displaying the rental agreement 4. Also, one or both of the client system 26 and the display 38 at the kiosk of the rental facility may display the rental proposal 18.

The terminals 42 at the rental counter of the rental facility may also be employed for displaying the rental agreement 4. Both the frame relay protocol 44 and the ATM protocol 50 are employed between the kiosk and the rental counter of the rental facility and the server sub-system 34. However, in the exemplary embodiment, that communication is through the ATM switch 56 and the router 58.

In a preferred embodiment, the rental proposal 18 of Figure 1 is accepted at the client system 26 of Figure 2. Alternatively, a consumer may also accept the rental proposal 18 at the display 38 at the kiosk of the rental facility.

The web server 62 launches various requests and creates the final display of HTML pages for the exemplary client system 26. While reference has been made to the exemplary PC 26 and server 62, other suitable processors such as, for example,

PDAs, other wireless devices, network- or web-PCs, microcomputers, microprocessors, workstations, minicomputers or mainframe computers may be employed.

The web server 62 receives HTTP requests from the PC 26 to access web pages of the web site 72, as identified by URLs. In response, the web server 62 provides HTML documents for display of the web pages by the client system 26.

The server sub-system 34 and client system 26 interact by exchanging information via a communication network, which may include transmission over the Internet 24, although the methods disclosed herein may be used in various environments other than the Internet. For example, an electronic mail environment may be employed.

10 Also, various communication channels may be used such as, for example, a local area network, wide area network, or point-to-point dial up connection.

In the exemplary embodiment, communication is provided over a communication network, such as the Internet 24 using the World Wide Web (WWW).

15 The system 22 includes one or more exemplary client systems, such as 26, and the server sub-system 34. The server sub-system 34 and the PC 26 are connected to the WWW by one or more Internet Service providers (ISPs) (not shown), in order that the PC 26 provides access to the WWW and, thus, access to web server 62 of the server sub-system 34, in order to display the web pages.

20 Any suitable server system may be employed which includes one or more servers or any combination of hardware or software for processing reservations and rentals. The servers 62,64 of the exemplary server sub-system 34 function, for example, on a Windows NT platform with a Microsoft IIS server software license, although the invention is applicable to a wide range of server platforms.

25 Furthermore, a suitable client system may comprise any combination of hardware or software that can interact with the server sub-system 34. These systems may include television-based systems or various other consumer products through which reservation/rental requests may be entered. The exemplary PC 26 employs, for example, the Microsoft Internet Explorer 4.0 or 5.0 browser running on Windows 95 or 98, although the invention is applicable to any suitable computer, browser, operating system, data entry device, and communication device.

30 The exemplary PC 26 includes a display 82 for the web pages, which displays information regarding the vehicle 11 of Figure 1. The PC 26 also includes the exemplary data entry component 76, such as a keyboard (not shown), which the user

employs in cooperation with the display 82, and a mouse (not shown) having one or more buttons for control of the data entry and display functions. The PC 26 and browser 74, in turn, receive and process the HTML documents from the web server 62 for display of the web pages on the display 82. The user employs the exemplary data entry component 76 to enter information pertaining to the vehicle 11 on the web pages. The PC 26, in cooperation with the ISP, and responsive to user requests, sends information to the server sub-system 34.

One or more client systems 26 and the server sub-system 34 form the client/server computer system 22 in which a global communication network, such as the Internet 24, provides a communication sub-system therebetween. The exemplary WWW sends requests to the server sub-system 34 and responsive information therefrom. Preferably, the server system 28 and the client system 26 employ Secure Socket Layer (SSL) security or another suitable security protocol (e.g., SET, PKI) in order to enhance the security of the user's reservation/rental information as communicated over the Internet 24.

The exemplary system 22 provides reservations/rentals for vehicles, such as cars, although the invention is applicable to a wide range of items or services (e.g., without limitation, equipment leasing, such as, for example, leasing of aircraft or heavy equipment; procurement processes).

Figure 3 illustrates a block diagram of a vehicle reservation and rental process 84 in accordance with another embodiment of the invention. In the exemplary embodiment, a customer logs onto the exemplary web site 72 of Figure 2, enters reservation-related information, and enters additional rental-related information, thereby completing enough information to finish a rental request. Then, at the client system 26, the customer clicks on an "I accept" button on a web page, which, in turn, is stored by the mainframe 66 as an electronic signature.

The exemplary web site 72 of Figure 2 permits a customer to enter reservation-related information on the web site and complete the reservation. The customer enters the web server 62 through the ATM switch 56 and firewall 60 in order to access the web service for the corresponding domain name. In turn, the web server 62 initiates a conventional request for a reservation through the database server 64 to the reservation system 68 on the mainframe 66. Furthermore, in accordance with the

present invention, the web server 62 allows the additional entry of rental-related information for the rental system 70 on the mainframe 66.

As shown in Figure 3, at 86, from a “tell us about your trip” web page (Figure 6B), pick-up and drop-off information and time of travel are entered for the 5 reservation. In the event that a reservation request outside of the relevant jurisdiction (e.g., without limitation, the United States) is specified, then the information is directed to a different booking engine (not shown). Next, at 88, from a “select a vehicle” web page (Figure 6C), the customer selects an appropriate vehicle based upon various available rental options. In turn, a rate quote 90 is calculated by the reservation system 10 68 of Figure 2, in order to provide the customer with a suitable cost estimate based upon the items selected. Next, at 92, if the customer chooses to simply reserve the vehicle, then, at 94, a “reservation confirmation” web page (Figure 6E) is displayed, in order to confirm the reservation and, thereby, inform the customer that the reservation is in the system. Then, at 96, a confirmatory e-mail message is sent to the customer. This e-mail 15 confirms the reservation after the customer has entered all of the reservation-related information and the reservation is in the system.

On the other hand, at 92, if the customer chooses to online rent, then, at 98, a “tell us about yourself” web page (Figure 6F) is displayed. This exemplary web page is a form which, in the exemplary embodiment, either: (a) pulls the customer’s past 20 rentals to pre-populate the form, or (b) allows the customer to manually enter personal and/or “additional driver” (Figure 6G) information online. Next, at 100, additional sales items are offered to the customer through, for example, a “your past rentals” web page (Figure 6H) and an “optional equipment” web page (Figure 6I). These pages allow the customer to be educated on available optional items (e.g., CDW, EP, prepaid gas, 25 ancillary items). Once suitably educated, at 102, a “review your rental” web page (Figure 6J) is displayed which provides a summary of charges and captures the customer’s credit card information. Next, at 104, a “terms and conditions” web page (Figure 6K) is suitably displayed (e.g., within a pop-up window). Relevant information regarding the reservation/rental process is stored, on a temporary basis, on the database 30 server 64 of Figure 2 while the transaction is in progress. In addition, information for reporting purposes is also stored on the database server 64. After all the information about the reservation and the rental is entered, the web server 62 of Figure 2 displays a

rental agreement to the customer, with a button 106 entitled "I Accept". The consumer clicks on the "I Accept" button 106 in order to complete the online rental.

At 108, a "rental confirmation" web page (Figure 6L) is displayed. This web page displays dynamic location specific directions on what to do when the consumer reaches the selected rental facility, and a summary of charges. A "Print" button 110 permits the consumer to print the accepted rental contract.

At 112, a confirmatory e-mail message is sent to the customer. This e-mail confirms the reservation and the rental after the customer has entered all of the reservation-related and rental-related information and the reservation and rental are in the system.

In the event that the customer chose to simply reserve the vehicle, at 92, and received the confirmatory e-mail (as sent at 96), then the customer has the option of entering rental-related information after receiving the e-mail message. Preferably, the confirmatory e-mail message includes a suitable link 114 to step 98, which displays the "tell us about yourself" web page (Figure 6F) to complete the rental agreement.

Preferably, the system provides suitable mechanisms for the customer to modify, at 116, an existing reservation, and/or to modify, at 118, an existing rental.

Figure 4 illustrates a client/server system 120 including a client sub-system 122 and a server sub-system 124 for completing a rental agreement (RA) 126 therebetween. The client sub-system 122 includes an entry component (E) 128 entering first information 130 pertaining to a reservation of an item or service, and entering second information 132 pertaining to a rental of the item or service. The client sub-system 122 also includes a processor component (P) 133 cooperating with the entry component 128, and a communication component (COMM) 134, responsive to the processor component 133. The communication component 134 sends, at 136, the first and second information 130,132 to the server sub-system 124, and receives, at 138, from the server sub-system 124 a rental proposal 140 responsive to the sent first and second information. Preferably, the rental proposal (RP) 140 is sent as an HTML document, as provided by the server sub-system 124, and the processor component 133 processes the HTML document for display.

The client sub-system 122 further includes a display component, such as the exemplary browser 142, which employs a suitable web page (e.g., Figure 6C) for selecting the item or service, and which employs one or more suitable web pages (e.g.,

Figures 6J and 6K) for displaying the rental proposal 140. In turn, the entry component 128 and the processor component 133 cooperate to initiate acceptance, at 144, of the rental proposal 140. The communication component 134, responsive to the acceptance, sends the acceptance, at 146, to the server sub-system 124, in order to complete the rental agreement 126 online. Preferably, the server sub-system 124 sends, at 147, the rental agreement 126 to the client sub-system 122 as an HTML document, and the processor component 133 processes the HTML document for display by the browser 142 of the client sub-system 122.

The server sub-system 124 includes a data storage component 148 storing information for a plurality of items or services, and a communication and processing component 150 receiving the first and second information 130,132 from the client sub-system 122. The communication and processing component 150 includes a communication component (COMM) 152 and a processor component (P) 154. The server sub-system 124 also includes a reservation component (RESERVE) 156 which retrieves stored information from the data storage component 148 for the items or services, and provides a reservation (RES) 158 based at least in part upon the first information and the retrieved stored information. The server sub-system 124 further includes a rental component (RENT) 160 generating the rental proposal 140 based upon the reservation 158 and the received second information.

The communication component 152 sends the rental proposal 140 to the client sub-system 122, and receives the acceptance 146 of the rental proposal from the client sub-system 122, in order to complete the rental agreement 126 online. The rental component 160 generates the rental agreement 126 at the server sub-system 124 based upon the accepted rental proposal. The communication component 152 sends the rental agreement 126 from the server sub-system 124 to the client sub-system 122. The processor component 154 cooperates with the communication component 152, the reservation component 156 and the rental component 160 to provide the reservation 158, to send the rental proposal 140 to the client sub-system 122, and to receive the acceptance 146 of the rental proposal from the client sub-system 122, in order to complete the rental agreement 126 online.

Preferably, a suitable communication system, such as a global communication network 164 (e.g., the Internet), communicates between the communication component 134 of the client system 122 and the communication

component 152 of the server sub-system 124. Alternatively, the present invention is applicable to entry of reservation-related and rental-related information by employing one or more of a telephone, a global communication network, and electronic mail.

Referring to Figure 5, regardless whether the reservation and rental were 5 completed online, a customer (CUST) 166 has the ability to go to a rental counter 168 (associated with a rental facility 176). In the event that the reservation or rental was not completed online, then a rental agent 170 at the rental counter 168 has the ability to complete the reservation/rental transaction without going through all the questions (e.g., entry fields) at the rental counter 168 that were previously answered online (e.g., over 10 the Internet). In turn, the rental agent 170 completes the rental by allocating a car 172 and printing the rental agreement (RA) 174. In turn, the customer 166 proceeds to the rental facility 176 to obtain the car 172.

On the other hand, if the reservation and rental were completed online, a 15 customer 178 may still be directed to the rental counter 168, where expedited service is provided, in order to obtain an optional item (e.g., a stroller 180) before obtaining a car 182 for rental. In this event, the customer 178 had previously displayed and accepted a rental proposal (and typically had displayed a rental agreement) online (e.g., at a client system). Preferably, the rental agent 184 provides expedited service to the customer 178 at the rental counter 168 based upon the rental agreement 186, and 20 allocates the car 182 at the rental counter 168. In this instance, the rental agent 184 may also display the rental agreement 186 at the rental counter 168.

Figure 6A is a block diagram showing a link 188 from a home web page 190 to a second web page 192, which presents an overview of: (1) the “tell us about 25 your trip” web page 194 (Figure 6B); (2) the “select a vehicle” web page 196 (Figure 6C); (3) the “tell us about yourself” web page 198 (Figure 6F); (4) the “your past rentals” web 200 (Figure 6H) and “optional equipment” web page 202 (Figure 6I); and (5) the “review your rental” web page 206 (Figure 6J) and the “terms and conditions” web page 208 (Figure 6K). A link 210 is provided from the second web page 192 to the “tell us about your trip” web page 194 of Figure 6B.

30 The “tell us about your trip” web page 194 of Figure 6B permits the user to enter reservation-related information, such as time and location information regarding a vehicle rental. This information typically includes at least some of pick-up location

212, pick-up date 214, pick-up time 216, drop-off location 218, drop-off date 220, and drop-off time 222 fields. In addition, a country of residence 224 field is provided.

5 In the exemplary embodiment, once the customer places the cursor on any of the country of residence 224, pick-up location 212, or drop-off location 218 fields, a suitable location search may be employed to populate the pick-up location 212 for the user, thereby assisting manual entry of the city name or code. The pick-up location 212 field may also support manual entry of the city name, city code, state or country. The drop-off location 218 preferably defaults to the pick-up location 212. The country of residence 224 field preferably employs an alphabetized list of countries with 10 the United States (US), for example, listed both first and in alphabetical order.

Also, in the exemplary embodiment, once the customer places the cursor on any of the pick-up date 214 or drop-off date 220 fields, a suitable interactive calendar is provided for entry of the date information. Preferably, the drop-off month defaults to the pick-up month and is the first month to appear in a drop-down box (not shown).

15 Although the foregoing entry fields are “required” in the exemplary embodiment, the invention is applicable to data entry in which fewer or greater data fields (e.g., arrival information) are employed. The exemplary web page 194 also employs optional information 224, such as, for example, Rate Code, Promo Code, Corporate ID, and Coupon Code, as known to those skilled in the art. If the customer 20 enters data in the Rate Code, then once a number is entered in the Corporate ID, the Applicant Code 226 field appears and is open for entry. Validation for the Applicant Code is performed on the mainframe 66 of Figure 2.

Other optional information in the exemplary embodiment includes the Club Member ID 228 field and the Last Name 230 field. In the exemplary embodiment, 25 in order to validate the Club Member ID 228 field on the mainframe 66 of Figure 2, the Last Name 230 field is entered and captured. Once the customer clicks on the “Continue” button 232 to advance to the web page 196 of Figure 6C, this validation is performed. If there is an error, then a suitable error message (not shown) is displayed. In the exemplary embodiment, if the customer enters a non-US location into the pick-up 30 or drop-off fields, then upon selecting the “Continue” button 232, the customer is redirected to a suitable international booking engine (not shown).

As shown in Figure 6B, suitable links are preferably provided to view 234, modify 236, and cancel 238 an existing reservation. Also, a suitable link 240 to technical help is preferably provided to further assist the customer.

Figure 6C illustrates the exemplary “select a vehicle” web page 196 5 (after a calculation). This web page 196 permits the customer to select a vehicle for reservation as part of the reservation-related information. Based upon the information from Figure 6B, the vehicle classes that are available at the requested location for the requested dates are displayed. For example, at 242, an image 244 of the vehicle, a class 246 of the vehicle, and a rental price 248 for the vehicle are initially displayed. Then, 10 the customer clicks on the image 244 or the exemplary radio button 250, in order to reserve that particular class of vehicle. Preferably, the customer may also make an informed selection based upon the capacity 252 of the vehicle. The web page 196 preferably shows one or both of passenger capacity 254 and luggage capacity 256 as the capacity 252 of the available vehicles.

15 In addition to displaying the rental period and location information 258 from the information entered in Figure 6B, the rental period price quotation 259, as quoted in the currency of the Rate Code, is received from the mainframe 66 of Figure 2 and displayed. Also displayed are a vehicle capacity legend 260 and features 262 of the selected vehicle.

20 The customer may employ the “Go Back” button 264 to return to the web page 194 of Figure 6B, or the “Continue” button 266 to proceed to the “select rental options and calculate total” web page 268 of Figure 6D.

The web page 268 includes a Base Rate Subtotal 270, a Subtotal 271 25 based upon the primary driver’s age, an Additional Drivers Subtotal 272, an Additional Items Subtotal 273, a Subtotal for Taxes, Surcharges and Fees 274, and an Estimated Total 275. The Additional Items section 276 shows all ancillary items for the selected pick-up location as well as insurance coverage items 277,278 (e.g., Collision Damage Waiver, Extended Protection) and prepaid gas 279. Figure 6D shows examples of 30 available items 280,281 (e.g., Baby Seat, Ski Rack, Stroller) that can be selected at the time of reservation for the selected rental facility. The mainframe 66 of Figure 2 sends these items to the web server 62 for display only if they are available. Preferably, hyperlinks, such as 282, appear for each of the above items. When a user clicks on one

of these links, a pop-up box (not shown) is displayed that provides descriptive information about the item.

When the customer first arrives at this exemplary web page 268, the base line item totals and Subtotal 270 are displayed along with the Taxes, Surcharges and Fees Subtotal 274, and the Estimated Total 275. Preferably, all other sections do not have line item totals or subtotals. Once the customer manipulates, for example, the drop-down box(es) 284,286 or selects items in the Additional Items section 276, these sections' subtotals disappear along with the Total 275. In order to get these subtotals and Total to appear, the customer clicks on the "Calculate" button 288. In turn, the items selected are captured and the various subtotals and Total are updated by the mainframe 66 of Figure 2.

If the customer selects the "Reserve" button 290, then the newly calculated subtotals and Total are reflected in the "reservation confirmation" web page 291 of Figure 6E. On the other hand, if the customer clicks on the "Rent" button 292, then the options are saved and used in the sales logic in connection with Figures 6H and 6I. In turn, the "tell us about yourself" web page 198 of Figure 6F is displayed.

Although the following entry fields are "required" in the exemplary reservation and/or rental embodiments: the personal information including First Name 294, Last Name 296, and E-mail address 298 fields, the invention is applicable to data entry in which fewer or greater data fields (e.g., address information) are employed.

As alternatives to the buttons 290,292, the customer may select the "Go Back" button 300 to return to the web page 196 of Figure 6C, or the "Quit" button 302 to quit the reservation process.

In the event that the customer entered a suitable Member ID 228 in Figure 6B, the web page 268 displays a list (not shown) of items which are in the customer's master rental agreement (MRA) for that Member ID, as well as other items that are selectable. Here, the customer has three options: First, if no changes are made to the items which were pre-selected, then the user may "Continue" (not shown) (in the same manner as another user upon selecting the "Reserve" button 290) to the "reservation confirmation" web page 291 of Figure 6E. Second, if changes are made, then the customer is notified by a pop-up (not shown) that he/she can either keep the pre-defined selections in the MRA or else proceed with the "Rent" option. If the customer chooses to stick with the MRA, then the selections revert back to those from

the MRA user profile and the “reservation confirmation” web page 291 of Figure 6E is displayed. Third, if the customer chooses the “Rent” button 292, then the “tell us about yourself” web page 198 of Figure 6F is displayed. Here, personal information, such as, for example, telephone number, driver’s license information, and frequent flyer 5 information is pre-filled. However, credit card information is preferably not pre-filled and the customer is, otherwise, treated like a general (*i.e.*, non-MRA) customer for the remainder of the rental process.

Figure 6E shows the “reservation confirmation” web page 291, which indicates that the reservation has been confirmed and which displays a confirmation 10 number 304. Based upon the pick-up location 305, location specific directions 306 are provided. Also, if a Coupon Code was specified in Figure 6B, then a suitable reminder 307 such as, for example, “Don’t forget to bring your coupon to the counter!” is included. Other details regarding the reservation including First Name and Last Name 308, E-mail Address 309, and a detailed summary of the costs including the Estimated 15 Subtotal 310 are provided. As discussed above in connection with Figure 3, a confirmation e-mail is also sent to the e-mail address 309, which was entered at field 298 of Figure 6D.

The web page 291 preferably provides a “Modify” button 312 to display a View/Modify/Cancel jump page (not shown) with Confirmation number 304, Last 20 Name and pick-up date 313 pre-filled. Preferably, a “Cancel” button 314 functions in a similar manner, and a “Return” button 316 returns the customer to the home page 190 of Figure 6A.

Figure 6F shows the “tell us about yourself” web page 198. Although certain entry fields are “required” in the exemplary web page 198 (*i.e.*, as indicated by 25 “*” in Figure 6F), the invention is applicable to data entry in which fewer or greater data fields for rental-related information are employed. For example, such information may include one or more of the following information regarding a consumer: employing at least one of driver’s license information 320 (e.g., license number 322, jurisdiction 324, country 326, expiration date 328, date of birth 330, sex 332), primary driver’s personal 30 information 334 (e.g., First Name 336, Last Name 338, E-mail address 340, Street Address 342, City 344, State 346, Postal Code 348, Country 350, and Home Telephone 352), Additional Driver Information 354, travel contact information 356, and Airline and Frequent Flyer Information 358.

Preferably, suitable logic may be employed to validate the driver's license number 322 (*e.g.*, if the state is Florida, then the number must be 12 or 13 digits, with the first digit being alpha and the remaining digits being numeric; if the state is Maryland, then the number must be 13 digits, with the first digit being alpha and the remaining digits being numeric).

An important part of this web page 198 is the "Yes" button 360 through which the customer provides permission to search for past rentals to expedite the rental process and to pre-fill some of the entry fields. If the customer pre-fills the driver's license number 322 and jurisdiction 324 fields, then the mainframe 66 of Figure 2
5 employs the same in a search for an exemplary count of the three past rentals on CDW and EP for the sales process of Figure 6H. If the user selects the "Yes" button 360, then the user is notified of the search by a pop-up box (not shown) and the mainframe 66 performs a check that the Last Name 338 matches the last name which the mainframe stores for the driver's license number 322 in the system. If there is no match, then an
10 error message (not shown) is displayed. If there is a match, then all remaining fields in the Driver's License Information 320 and the Personal Information 334 sections are populated except for telephone number 352. Suitable validation logic employs the Date of Birth 330 field to ensure that the customer is not under the age of 18, and the
15 Expiration Date 328 field (in view of the pick-up date 361) to ensure that the license is valid.
20

Alternatively, a customer may have other stored user profile information (*e.g.*, stored in a Cookie; corresponding to the user's name or other suitable user identification) that will aid in the entry of the reservation-related and/or rental-related information for the online reservation and rental. Examples of this stored information include: (1) customer information such as, for example, address, driver's license
25 number, and credit card information; and (2) rental preferences such as, for example, vehicle type, and additional rental items (*e.g.*, child safety seat, other ancillary items, insurance items).

For example, the use of this stored user profile information may be
30 enabled or disabled by the use of a suitable button (*e.g.*, "Use Stored User Profile Information") (not shown) on one or both of the web pages 194 of Figure 6B and 291 of Figure 6E. Alternatively, this feature may be automatically enabled through a web log-in process. In this example, the system employs the stored user profile information to

pre-populate the reservation-related and rental-related information for the current transaction, in order to improve the speed of information entry. The customer has the opportunity to change the stored information within the reservation/rental process, in order to fit the needs of the current reservation/rental. For example, the user may have a 5 baby and that user's stored user profile information includes a rental preference for a child safety seat. However, for the current rental/reservation, the user does not plan to travel with the baby and, hence, seeks to complete the current reservation/rental with no child safety seat. Preferably, the system provides this function without modifying the stored user profile information.

10 Still referring to Figure 6F, the customer may select the "Go Back" button 362 to return to the web page 268 of Figure 6D, the "Continue" button 364 to proceed to the next web page 200 of Figure 6H, or the "Quit" button 366 to quit the rental process. When the rental-related information has been suitably entered, and the "Continue" button 364 is selected (and no additional drivers are specified), then entry of 15 all "required" fields is validated along with the driver's age, license number and expiration date. However, in the event that any additional drivers are selected, at 368, then the "additional driver" web page 370 of Figure 6G is displayed.

20 At the web page 370 of Figure 6G, the customer may: (1) select the checkbox 372; or (2) enter the additional driver's license information 374. If the checkbox 372 is selected, then the additional driver information 354 of Figure 6F is ignored and none of the entry fields from the web page 370 is captured or validated. Otherwise, the information is captured and validated.

25 The customer may select the "Go Back" button 376 to return to the web page 198 of Figure 6F, the "Continue" button 378 to proceed to the next web page 200 of Figure 6H, or the "Quit" button 380 to quit the rental process. When the additional driver's license information 374 has been suitably entered, and the "Continue" button 378 is selected, then entry of all "required" fields is validated along with the driver's age, license number and expiration date.

30 Figure 6H shows the "your past rentals" web page 200. If the customer clicked on the "Yes" button 360 of Figure 6F, then the following exemplary logic is employed to perform a suggestive sell for the collision damage waiver (CDW) 382 and extended protection (EP) 384. However, no suggestive sell is provided for those optional insurance coverages that are selected by the exemplary add buttons 386,388.

For CDW, if the customer has two or three rentals in the past and only selected CDW less than 50% of the time, then the sales process is very informative of the product and emphasizes the benefits. If CDW was selected greater than or equal to 50% of the time, then the sales process involves suggestive selling. For example, the 5 text "You seemed to have chosen CDW in the past, you will probably want to select this option again...." is employed. Similar logic is employed for EP. Regardless, the add 386,388 and decline 390,392 buttons are not pre-selected in the exemplary embodiment. Preferably, the customer must make an affirmative selection of two of those buttons.

Although the exemplary embodiment does not employ sales logic for a 10 prepaid gas option, it will be appreciated that such logic may be applied to this and a wide variety of other rental options. As shown with the CDW option, suitable links are provided for the customer to obtain more information 394, view an example 396 in which purchasing CDW paid off, and determine if the user is covered 398 by insurance or credit card.

15 The customer may select the "Go Back" button 400 to return to the web page 198 of Figure 6F, the "Continue" button 402 to proceed to the next web page 202 of Figure 6I (if one of the buttons 386,390 and one of the buttons 388,392 have been selected), or the "Quit" button 404 to quit the rental process.

20 Figure 6I shows the "optional equipment" web page 202 that permits the inclusion of a selected count of the optional rental equipment in the rental-related information. For example, the customer may select a count 406 of Child Safety Seats 408, a count 410 of Child Strollers 412, and a count 414 of Ski Racks 416. Suitable links, such as 418 for the Child Safety seat 408, are provided to obtain additional information regarding the rental options.

25 This web page 202 also includes a summary 420 of all options as currently selected (e.g., two additional drivers 422, an underage driver 424, and a child safety seat 426), along with the Subtotal and Currency. If optional equipment items were selected earlier in the reservation/rental process, then those do not appear on this page. Similarly, if all available options have been previously selected, then this web 30 page 202 is not displayed.

The customer may select the "Go Back" button 428 to return to the web page 200 of Figure 6H, the "Continue" button 430 to proceed to the next web page 206 of Figure 6J, or the "Quit" button 432 to quit the rental process.

Figure 6J shows the “review your rental” web page 206. This web page 206 includes a summary 434 of all options as currently selected 436 along with the Subtotal and Currency 438. The web page 206 further includes a Personal Information Summary 440, a Rental Information Summary 442, Base Rate Subtotal 444, a Primary 5 Driver Subtotal 446, an Additional Driver Subtotal 448, an Additional Items Subtotal 450, a Taxes, Surcharges and Fees Subtotal 452, and a Total estimate 454.

If a customer manipulates the options (e.g., chooses “Accept” from the drop-down box 455 for Prepaid Gas), then the Subtotal 450, for example, disappears along with the Total 454. In order to get the Subtotal(s) and Total to appear, the 10 customer clicks on the “Calculate” button 456, the items selected are captured by the web server 62, and the various Subtotals and Total are updated by the mainframe 66 of Figure 2. For example, the checkboxes 458 may be employed to deselect one or both of the additional drivers. The Additional Items section 460 shows all the ancillary items 15 for the selected pick-up location, as well as insurance coverage items and prepaid gas, which have been sent by the mainframe 66 of Figure 2. The exemplary optional items are displayed by the web server 62 if they have been selected through the sales process (e.g., the mainframe 66 sent them earlier in the process) The CDW, EP and Prepaid Gas options employ drop-down boxes, such as 455, with values “Accept” and “Decline”. The other ancillary optional items employ drop-down boxes, such as 462, having 20 various counts for that option. The exemplary drop-downs allow the customer to opt in or out of an optional item.

The web page 206 further includes Credit Card Information 464 including Payment method 466 (e.g., type of credit card), Card Number 468, Expiration Date 470, and the Name 472 on the card (e.g., First Name, Middle Initial or Name, Last Name). Preferably, suitable validation of the credit card information is employed. In a 25 preferred embodiment, a validation is performed to check that the last name on the credit card equals the last name as entered for the primary driver. If these names do not match, then a suitable error message (not shown) is displayed.

The customer may select the “Go Back” button 474 to return to the web 30 page 202 of Figure 6I, and the “Continue” button 476 to validate the “required” fields and proceed to the next web page 208 of Figure 6K.

Figure 6K shows the “terms and conditions” web page 208, which includes a “Print” button 478 to permit the customer to print the displayed terms and

conditions 479, a “Yes” or “Accept” button 480 to accept the rental agreement under those terms and conditions 479, and a “No” button 482 to reject the rental agreement (but keep the reservation). The text for the rental terms and conditions 479 preferably appears within a pop-up or scrolling text box, with any state specific disclosure

5 appearing at the bottom of static terms and conditions text. By clicking on the object (*i.e.*, selecting the “Yes” button 480), the customer accepts the rental terms and conditions and, thereby, includes them in the rental agreement. If the customer selects the “No” button 482, then the “reservation confirmation” web page 291 of Figure 6E is displayed. Otherwise, if the customer selects the “Yes” button 480, then the “rental

10 confirmation” web page 484 of Figure 6L is displayed.

Figure 6L shows the “rental confirmation” web page 484, which includes a summary 486 of all options as currently selected 488 along with the Subtotal and Currency 490. The web page 484 further includes a Personal Information Summary 492, a Rental Information Summary 494, redacted (*e.g.*, only the last four digits) Credit 15 Card Information 495, Base Rate Subtotal 496, an Additional Driver Subtotal 498, an Additional Items Subtotal 500, a Taxes, Surcharges and Fees Subtotal 502, and a Total estimate 504. The web page 484 also includes a Confirmation number 506 at the top of the exemplary page, along with pick-up location specific directions 508. For example, the directions 508 include instructions for a consumer at a rental facility (*e.g.*, in Ft. 20 Lauderdale, Florida). Based upon the user selection of the pick-up location 509 from the various different rental facilities, the system dynamically provides the instructions based upon the selected rental facility, in order to customize it for that selected facility. Preferably, a suitable dynamic message is also provided if the customer has selected one 25 or more ancillary items or has used an upgrade coupon (*e.g.*, “Don’t forget to go to the Rental Counter to get your: UPGRADE / CHILD SEAT / STROLLER (inserted here – depending on what was selected)).

The web page 484 further includes a “Print” button 510 to permit the customer to print the final rental agreement, a “Cancel” button 512 to cancel the rental agreement, and a “Modify” button 514 to modify the rental agreement. The “Cancel” 30 button 512 and the “Modify” button 514 both send the customer to a View/Modify/Cancel jump page (not shown) with Confirmation number 506, Last Name 516, and pick-up date 518 pre-filled.

Figures 7A-7C are flow diagrams for the web server 62, database server 64 and mainframe 66 of Figure 2. At 520, the web server 62 displays the web page 194 of Figure 6B. At 521, the web server 62 detects the selection of the "Continue" button 232 and employs the database server 64 to validate some of the entry fields of the web page 194. At 524, if the entry fields are valid, then, at 526, the web server 62 employs the mainframe 66 to generate the available vehicle information for the web page 196 of Figure 6C. On the other hand, if an entry field was not valid, then the web server 62 redisplays the web page 194, at 520, along with a suitable error message (not shown). At 528, after 526, if the mainframe 66 determines that one or more entry fields are not valid (e.g., the Rate Code of Figure 6B), then the web server 62 redisplays, at 520, the web page 194 along with a suitable error message. Otherwise, if the entry fields of the web page 194 are valid, then the web server 62 displays the web page 196 of Figure 6C at 530.

At 531, after the customer selects the appropriate vehicle, the web server 62 detects the selection of the "Continue" button 266 and, at 532, employs the mainframe 66 to generate the cost information for the web page 268 of Figure 6D. In response, the web server 62 updates, at 534, the various subtotals and, at 536, displays the web page 268. At 538, the web server 62 determines if any options of the web page 268 have been changed (e.g., checked or unchecked). If not, then step 538 is repeated. Otherwise, if any of the options are changed, then the web server 62 updates, at 534, the various subtotals and, at 536, redisplays the web page 268.

As part of step 536, if the web server 62 detects, at 537, the selection of the "Calculate" button 288, the "Reserve" button 290, or the "Rent" button 292, then, at 538, the web server makes a one-of-three decision. If the "Reserve" button 290 is detected, at 540, then the web server 62 writes, at 542, a reservation transaction to the mainframe 66, which stores the transaction as part of the reservation system 68 of Figure 2. In response to a confirmation, at 544, from the mainframe 66, the web server 62 displays, at 546, the reservation confirmation web page 291 of Figure 6E and sends the customer an e-mail message to confirm the reservation.

Alternatively, if the "Rent" button 292 is detected, at 548, then the web server 62 writes, at 550 of Figure 7B, a reservation transaction to the mainframe 66, which stores the transaction as part of the reservation system 68 of Figure 2. Finally, if the "Calculate" button 288 is detected, at 552, then the web server 62 writes, at 554, a

modify transaction to the mainframe 66, which re-calculates the various rental cost Subtotals and Total of Figure 6D, after which the web server 62 updates, at 534, the various subtotals and, at 536, redisplays the web page 268.

After step 550 of Figure 7B, the web server 62 displays, at 556, the web page 198 of Figure 6F. At 557 (as part of 556), the web server 62 determines whether to populate the various entry fields based upon the state of the “Yes” button 360. If the button 360 is not selected, then the web server 62 continues to await selection of one of the “Yes” button 360, the “Continue” button 364, the “Go Back” button 362, and the “Additional Driver” pull-down 368. Otherwise, if the “Yes” button 360 was selected, at 10 557, then the web server 62 employs, at 558, the database server 64 to validate some of the entry fields (including, but not limited to, the license number 322 and jurisdiction 324 fields) of the web page 198. If an entry field was not valid, at 559, then the web server 62 redisplays the web page 198, at 556, along with a suitable error message. On the other hand, if the entry fields are valid, at 559, then, at 560, the web server 62 15 employs the mainframe 66, as discussed above in connection with Figure 6F, to: (1) search for the customer’s past rentals (e.g., a count of three) to obtain a history of CDW and EP selections, and (2) perform a check that the Last Name 338 matches the last name which the mainframe 66 has stored for the driver’s license number 322 in the system. If there is a match, then, at 562, the web server 62 obtains from the mainframe 20 66 the remaining fields in the Driver’s License Information 320 and the Personal Information 334 sections, except for telephone number 352, and populates the same in the entry fields of the web page 198, which is redisplayed, at 556.

At 564 (as part of 556), the web server 62 determines whether one of the “Continue” button 364, the “Go Back” button 362, and the “Additional Driver” pull-down 368 is selected. If so, and if the “Additional Driver” pull-down 368 is selected, then execution resumes at 566 of Figure 7C. If the “Continue” button 364 is selected, then execution resumes at 568 of Figure 7C. Otherwise, if the “Quit” button 366 is selected, then, as part of the quit logic, the web server 62 provides the user with one of two options as part of a pop-up window (not shown) that are tested, at 570: (1) if the 30 selection of a “Yes” button is detected, at 572, then the “quit” is confirmed and a cancel transaction is written, at 573, to the mainframe 66 to cancel the reservation (and no rental is completed); and (2) if the selection of a “No” button is detected, at 574, then the “quit” is terminated (and the reservation is kept) and execution resumes at 556. If

the selection of a "Reservation" button is detected, at 576, then a reservation transaction is written, at 578, to the mainframe 66, which stores the transaction as part of the reservation system 68 of Figure 2 (and no rental is completed). In response to a confirmation, at 580, from the mainframe 66, the web server 62 displays, at 582, the 5 reservation confirmation web page 291 of Figure 6E, and sends the customer an e-mail message to confirm the reservation.

In Figure 7C, after the "Additional Driver" pull-down 368 of Figure 6F is selected, the web server 62 employs, at 566, the database server 64 to validate some of the entry fields. If an entry field was not valid, at 584, then the web server 62 10 redisplays, at 556 of Figure 7B, the web page 198 of Figure 6F along with a suitable error message. Otherwise, if the entry fields are valid, then the web server 62 initiates, at 586, a modify transaction to the mainframe 66 to update the "Additional Driver" information. Then, the web server 62 displays, at 588, the web page 370 of Figure 6G.

Next, the web server 62 employs, at 590, the database server 64 to 15 validate some of the entry fields. If an entry field was not valid, at 592, then the web server 62 redisplays, at 588, the web page 370 of Figure 6G along with a suitable error message. Otherwise, if the entry fields are valid, then the web server 62 initiates, at 594, a modify transaction to the mainframe 66 to update the "Additional Driver" information.

Based upon the count from the "Additional Driver" pull-down 368 of 20 Figure 6F, the web server 62 determines, at 596, whether information for any additional drivers should be entered. If so, then an internal count is decremented and execution resumes, at 588, for a "second" additional driver. This process repeats until the internal count is zero, at 596, and the "Continue" button 378 of Figure 6G is detected, at 597. Next, the web server 62 conditionally displays, at 608, the web page 200 of Figure 6H.

If the "Continue" button 364 of Figure 6F is selected, then execution 25 resumes, at 568 of Figure 7C. The web server 62 employs, at 568, the database server 64 to validate some of the entry fields of the web page 198 of Figure 6F. If an entry field was not valid, at 600, then the web server 62 redisplays, at 556 of Figure 7B, the web page 198 of Figure 6F along with a suitable error message. Otherwise, if the entry 30 fields are valid, then the web server 62 initiates, at 602, a modify transaction to the mainframe 66 to update the rental information. Next, at 604, the web server 62 updates, as needed, the Subtotal 606 of Figure 6H before conditionally displaying, at 608, the web page 200.

At 598, if the “Yes” button 360 of Figure 6F was selected, then at 608, the web server 62 of Figure 2 displays the web page 200 of Figure 6H. At this point, the customer may ADD or DECLINE the CDW, EP and Prepaid Gas options (only the CDW and EP options are shown in Figure 6H), by using the ADD 386,388 and DECLINE 390,392 buttons. Then, after the “Continue” button 402 is detected, the web server 62 validates, at 609, the information to ensure that each option was either accepted (ADD) or declined (DECLINE). At 610, if any option was neither accepted nor declined, then the web server 62 redisplays, at 611, the web page 200 along with a suitable error message (not shown). Otherwise, at 612, the web server 62 writes a modify transaction (in order to update the selection) to the mainframe 66 of Figure 2, before resuming execution at 613.

At 613, the web server 62 displays the web page 202 of Figure 6I. At this point, the customer may increase or decrease the counts 406,410,414 of the respective ancillary items 408,412,416 by employing the corresponding pull-downs. Then, after the “Continue” button 430 is detected, the web server 62 writes, at 614, a modify transaction (in order to update the selected counts) to the mainframe 66 of Figure 2, before resuming execution at 616.

On the other hand, if, at 598, the “Yes” button 360 of Figure 6F was not selected, then, at 615, the web server 62 of Figure 2 employs a different sales process for the CDW, EP and Prepaid Gas options. Here, the customer is presented with a web page (not shown) that describes the benefits of the particular option along with the ability to use pop-ups (not shown) for more details. The two operative actions on this web page are “Accept” or “Decline” (the particular option), after which the customer may either “Continue” or “Quit” the rental process. If the customer selects “Quit”, then a pop-up box (not shown) is displayed in order to provide two options to: (1) quit the rental transaction, but keep the reservation; or (2) quit the rental transaction and cancel the reservation. If the customer selects “Continue”, then the web server 62 validates the entry, in order to ensure that the customer suitably selected the option by either accepting or declining that option. If a proper selection was made, then the web server 62 writes a modify transaction to the mainframe 66 of Figure 2, before displaying a subsequent web page (not shown) for the next option. Otherwise, the previous web page is redisplayed along with a suitable error message. After 615, and selection of the exemplary three options, execution resumes at 613.

At 616, the web server 62 displays the web page 206 of Figure 6J. At 617, the web server 62 detects the selection of the “Continue” button 476 and employs the database server 64 to validate some of the entry fields of the web page 206. If the entry fields are valid, at 618, then the web server 62 employs, at 619, the mainframe 66 to validate the other entry fields of the web page 206. If, at 620, the mainframe 66 determines that one or more entry fields are not valid, then the web server 62 redisplays the web page 206, at 616, along with a suitable error message. Similarly, if the entry fields are not valid, at 618, then the web server 62 redisplays the web page 206, at 616, along with a suitable error message. Finally, if the “Calculate” button 456 of Figure 6J is detected, at 622, then the web server 62 writes, at 624, a modify transaction to the mainframe 66, which re-calculates the various rental cost Subtotals and Total of Figure 6J, after which the web server 62 updates, at 626, the various subtotals and, at 616, redisplays the web page 206. If there are no changes, then there is no re-calculation and the customer may continue. Otherwise, if there are changes, then the customer hits “Calculate” to continue the transaction.

On the other hand, at 620, if the mainframe 66 determines that the entry fields are valid, then the web server 62 displays, at 628, the web page 208 of Figure 6K. If the “Accept” button 480 of Figure 6K is detected, at 630, then the web server 62 writes, at 632, a rental transaction to the mainframe 66, which stores the rental transaction as part of the rental system 70 of Figure 2. In response to a confirmation, at 633, from the mainframe 66, the web server 62 displays, at 634, the rental confirmation web page 484 of Figure 6L, and sends the customer an e-mail message to confirm the reservation and rental.

Otherwise, if the selection of the “No” button 482 of Figure 6K is detected, at 630, then the web server 62 displays, at 636, the reservation confirmation web page 291 of Figure 6E, and sends the customer an e-mail message to confirm the reservation (an no rental is completed).

As disclosed above in connection with Figures 6A-6L and 7A-7C, a customer employs, for example, the client system (PC) 26 of Figure 2 which communicates with the web site 72 in order to provide a vehicle reservation. In turn, the customer inputs rental-related information, and chooses to accept or decline various rental options (e.g., CDW, EP, prepaid gas, ancillary items). In turn, the web server 62 provides the “terms and conditions” web page 208 of Figure 6K, and the customer

employs the exemplary “Accept” button 480, in order to electronically accept the terms and conditions of the rental agreement online.

When the customer clicks on the “Accept” button 480, the web server 62 of Figure 2 writes a reservation and rental transaction to the mainframe 66, which stores 5 the transaction as part of the rental system 70 of Figure 2. This transaction indicates that this customer has completed the reservation/rental process and has accepted the rental proposal. In turn, the final reservation and rental information is stored until the time of pick-up of the selected vehicle at the selected car rental facility. The “Accept” button 480 acts as the customer’s electronic signature, which electronically accepts the terms 10 and conditions of the rental proposal, and other related information of the rental agreement.

Referring to Figure 8, a block diagram illustrates the process of storing a unique reservation and rental transaction 640 at the exemplary mainframe 66 of Figure 2 for each accepted rental proposal. The exemplary transaction 640 includes: (1) a 15 reservation transaction 642 (e.g., as written, at 542 of Figure 7A), and (2) a rental transaction 644 (e.g., as written, at 632 of Figure 7C). These transactions 642 and 644 are sent as suitable messages from the web server 62 to the reservation and rental systems 68 and 70, respectively, with the latter message being responsive to the customer’s electronic acceptance of the rental proposal. The rental system 70, in turn, 20 stores the transaction 640 representing the particular electronic rental agreement in a suitably protected database 646. The information of the transaction 640 is maintained in the database 646, which may be accessed, at one or more future times, via a queries, such as query 648, from a terminal 650.

In addition to various rental-related information, the rental transaction 25 644 further includes rental options 652, and an electronic acceptance 654 of the terms and conditions of the accepted rental proposal / rental agreement. Along with the rental options 652, three exemplary flags (F) 656,658,660 are stored with the transaction 640 in the database 646. These flags signify certain rental options that the customer has accepted or declined. In the exemplary embodiment, the flags 656, 658 and 660 30 correspond to the exemplary CDW, EP, and prepaid gas options, respectively, and signify which of those rental options that the customer has accepted or declined.

The acceptance (A) 654, which in the exemplary embodiment is another flag, is stored with the transaction 640 in the database 646. The flag 654 designates that

the particular transaction 640 is an "online rental". As part of the subsequent vehicle rental by the customer, the exemplary car rental facility 176 of Figure 5 may employ this flag 654, for example, to permit the customer to bypass the exemplary rental counter 168 of Figure 5 (e.g., and to proceed directly to a kiosk (not shown) at the 5 facility 176, in order to enable allocation of the selected rental vehicle at the kiosk), or to provide expedited service at the rental counter 168 (e.g., to allow the customer to pick-up an optional rental item, such as a stroller). The exemplary flag 654 is stored in association with the reservation transaction 642 in the database 646 as an electronic signature, thereby showing electronic acceptance of the rental terms and conditions by 10 the customer. In this manner, the flag 654 indicates that the transaction 640 and, thus, the corresponding accepted rental proposal, is electronically signed.

The exemplary flags 656,658,660 are stored for future reference in order to confirm which rental options the customer has accepted and/or declined. The exemplary flag 654 is further stored for future reference in order to confirm that the 15 customer has electronically accepted (and "signed") the electronic "document" in order to confirm acceptance of the rental terms and conditions, in case that information is needed at a future date (e.g., the customer was involved in a traffic accident with the selected rental vehicle and it, therefore, is necessary to determine whether or not the customer is eligible for one or both of the exemplary CDW and EP insurance 20 coverages).

The exemplary terminal 650 includes a terminal process 662 which employs the query 648 to retrieve, at 664, the stored flags 654,656,658,660 for a particular transaction, such as 640, of the various rental transactions 640a,640b,640c in the database 646, in order to determine whether the particular customer associated 25 therewith accepted or declined the rental options based upon the retrieved stored flags.

Referring to Figure 9, a block diagram of another process of storing a unique reservation and rental transaction is illustrated. First, at the client system (PC) 26, the customer enters, at 670, reservation-related information (and, optionally, certain rental-related information) and chooses to accept or decline various rental options (e.g., 30 CDW, EP, prepaid gas, ancillary items). Then, at 672, the system writes the reservation-related information to the exemplary web server cluster 62', which, in response, writes a reservation transaction, at 674 (e.g., as written, at 542 of Figure 7A), to the mainframe reservation system 68. The customer may also retrieve, at 676,

information from that reservation transaction from the mainframe 66, at 678, for purposes of displaying, modifying or canceling the reservation, or converting the same to a rental. In this example, however, the customer makes no change to the reservation transaction, which was written at 674. Also, in this example, the customer does not 5 select the "Accept" button 480 of Figure 6K and, hence, does not accept the rental agreement under the terms and conditions 479.

In turn, on the selected pick-up date, the customer travels to the selected rental facility 680 and goes to a kiosk 682 associated therewith. At 684, the customer enters a suitable user identification (e.g., a driver's license number and name; swipes a 10 credit card) which is sent, at 686, to the mainframe 66. In turn, the reservation information is retrieved by the mainframe 66; is sent, at 690, to the kiosk 682; and is displayed, at 692, to the customer. Then, the customer (after entering any remaining rental-related information and reviewing the terms and conditions) presses an "Accept" 15 button 694 at the kiosk 682. In response, the kiosk 682 sends, at 696, this information to the mainframe 66, which responsively sends a rental transaction to the mainframe rental system 70. The exemplary "Accept" button 694 is, thus, the customer's electronic acceptance of the rental proposal. The rental system 70, in turn, stores the rental transaction with the corresponding previously stored reservation transaction in the database 646 (Figure 8). Preferably, the mainframe 66 sends, at 698, a print stream to a 20 printer (not shown) of the kiosk 682 in order to provide the customer with a rental receipt and/or a summary of the electronically accepted rental agreement, along with directions to obtain the allocated rental vehicle at the rental facility 680.

The exemplary method disclosed herein allows a rental customer to provide information earlier in the reservation and rental process and, thereby, save time, 25 without having to complete a master rental agreement or join a car rental club (e.g., Quicksilver®). The present method provides substantial improvements in the completion of electronic rental agreements. For example, a user need not employ a master rental agreement or a user profile from any other source(s) in order to complete an online reservation and rental of a vehicle. Furthermore, such a user having a master 30 rental agreement (or other user profile) for business (or other) purposes may still employ some of the user profile information from that master rental agreement, and modify some of that profile information for a personal vehicle rental, without modifying the business-related master rental agreement. Accordingly, the user, such as a business

traveler or a person on vacation, may complete an electronic rental agreement, and save precious business or vacation time.

The exemplary method stores an electronic rental agreement and accesses historical rental records, including the exemplary selected (e.g., ADD) and declined

5 (e.g., DECLINE) options and an electronic signature, which shows approval of the entire electronic rental agreement. This is accomplished without requiring a printed and hand-signed physical rental agreement. By employing an electronic signature in the exemplary online rental process, the storage and retrieval of the electronic rental agreement and rental-related information is accomplished without printing, hand

10 initialing, hand signing and scanning a physical rental agreement document.

While for clarity of disclosure reference has been made herein to the exemplary PC 26 and kiosk 682 for displaying reservation-related and/or rental-related information, rental proposals and rental agreements, it will be appreciated that such information may be stored, printed on hard copy, be computer modified, be combined

15 with other data, or be transmitted for display elsewhere. All such processing shall be deemed to fall within the terms "display" or "displaying" as employed herein.

Although the exemplary frame relay protocol 44 and ATM protocol 50 have been disclosed herein, the invention is applicable to any suitable communication protocol, such as, for example, TCP/IP, UDP/IP, SNA, XML, and WAP.

20 While specific embodiments of the invention have been described in detail, it will be appreciated by those skilled in the art that various modifications and alternatives to those details could be developed in light of the overall teachings of the disclosure. Accordingly, the particular arrangements disclosed are meant to be illustrative only and not limiting as to the scope of invention which is to be given the 25 full breadth of the claims appended and any and all equivalents thereof.

I claim:

1. A method for completing and storing an electronic rental agreement, said method comprising the steps of:

entering reservation-related information and rental-related information for an item or service, said entering step entering: (a) said rental-related information without employing a master rental agreement, or (b) at least some of said rental-related information from a master rental agreement and allowing modification of said information from the master rental agreement for rental of said item or service without modifying the master rental agreement;

providing a reservation for said item or service based at least in part upon said reservation-related information;

creating and displaying a rental proposal based upon said reservation and said rental-related information;

electronically accepting said rental proposal; and

storing the electronic rental agreement based upon said accepted rental proposal.

2. The method of Claim 1 further comprising:

entering said rental-related information without employing a master rental agreement.

3. The method of Claim 2 further comprising:

manually entering said rental-related information online.

4. The method of Claim 1 further comprising:

entering at least some of said rental-related information from a master rental agreement; and

allowing modification of said information from the master rental agreement for rental of said item or service without modifying the master rental agreement.

5. The method of Claim 4 further comprising:

entering at least one of a member identification and a user name to identify said master rental agreement.

6. The method of Claim 1 further comprising:

maintaining a history of rental information for prior rentals by a user;

entering information from an identification of a user; and
entering at least some of said rental-related information from the
history based upon said information from an identification of a user without employing
a master rental agreement.

7. The method of Claim 6 further comprising:
employing a driver's license as said identification of a user.
8. The method of Claim 6 further comprising:
provisionally entering at least some of said rental-related
information from the history.
9. The method of Claim 8 further comprising:
modifying at least some of said provisionally entered at least
some of said rental-related information from the history.
10. The method of Claim 1 further comprising:
sending a message to a database system responsive to said
accepting step to indicate that a user has accepted said rental proposal.
11. The method of Claim 10 further comprising:
storing a unique transaction in the database system for said
accepted rental proposal.
12. The method of Claim 11 further comprising:
storing a flag along with the unique transaction in the database
system to indicate that the accepted rental proposal is electronically signed.
13. The method of Claim 12 further comprising:
employing said stored flag to enable allocation of said item or
service at a kiosk.
14. The method of Claim 1 further comprising:
employing a plurality of rental options in said rental-related
information;
accepting or declining at least some of said rental options; and
storing a plurality of flags corresponding to said rental options to
signify the rental options that a user has accepted or declined.
15. The method of Claim 14 further comprising:
retrieving the stored flags; and

determining whether the user accepted or declined said rental options based upon the retrieved stored flags.

16. The method of Claim 1 further comprising:
electronically accepting said rental proposal at a client system.
17. The method of Claim 1 further comprising:
electronically accepting said rental proposal at a kiosk.

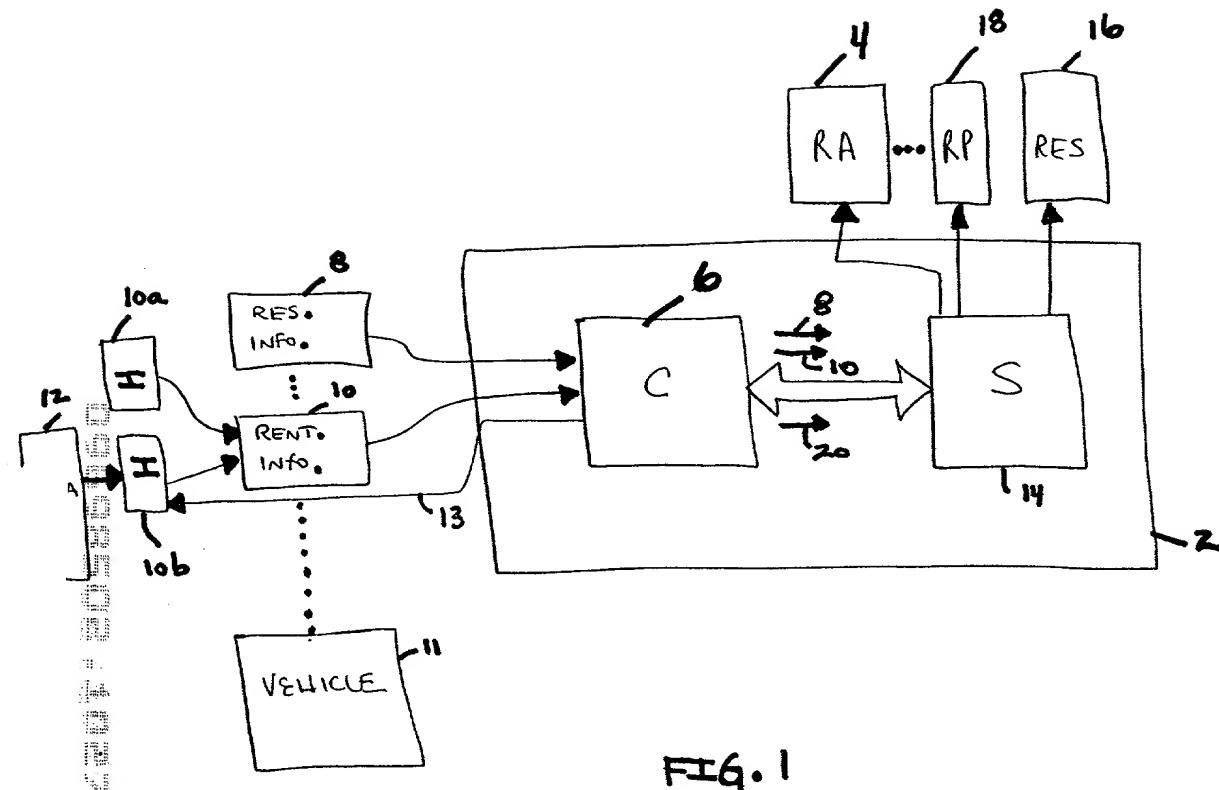
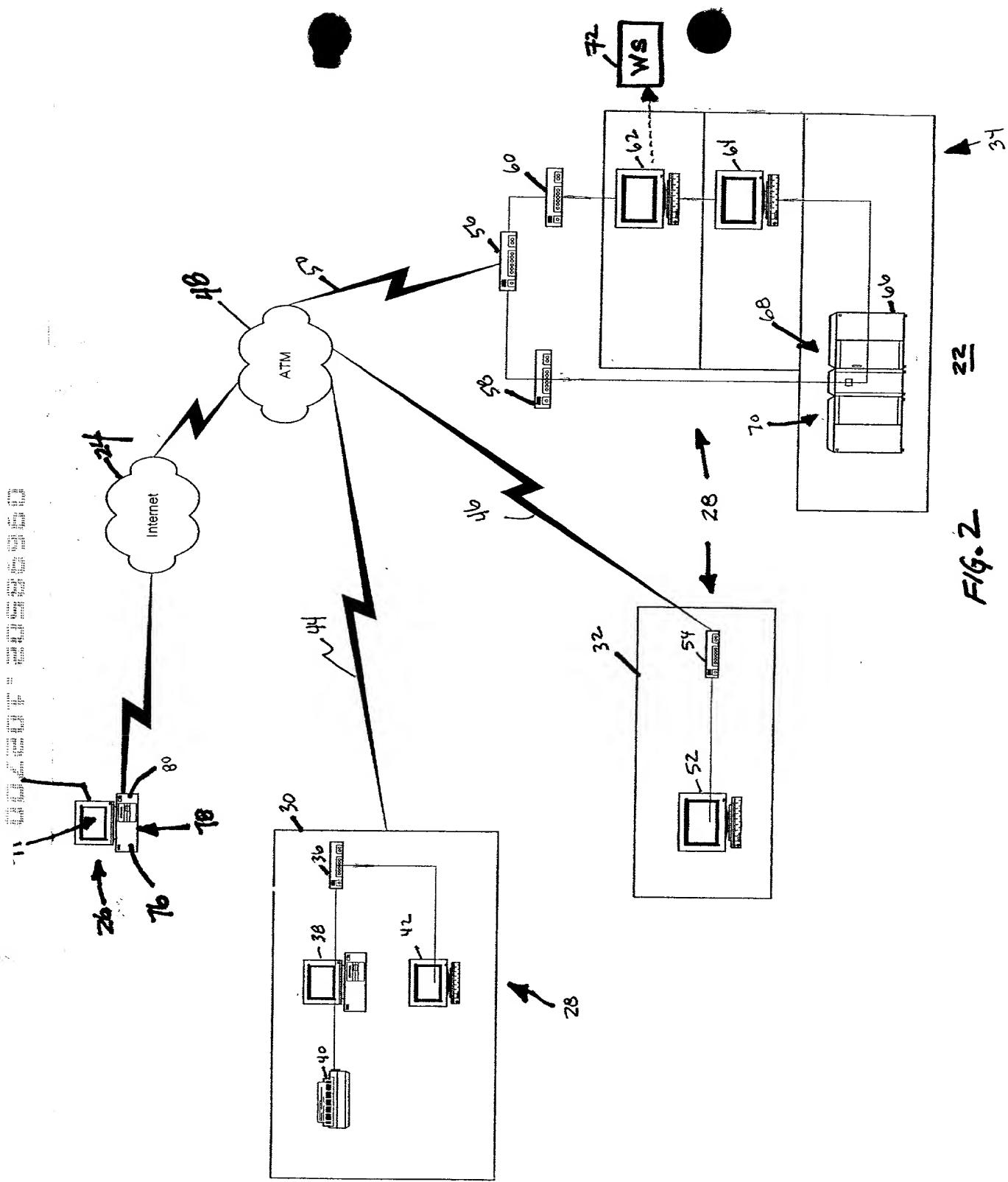


FIG. 1



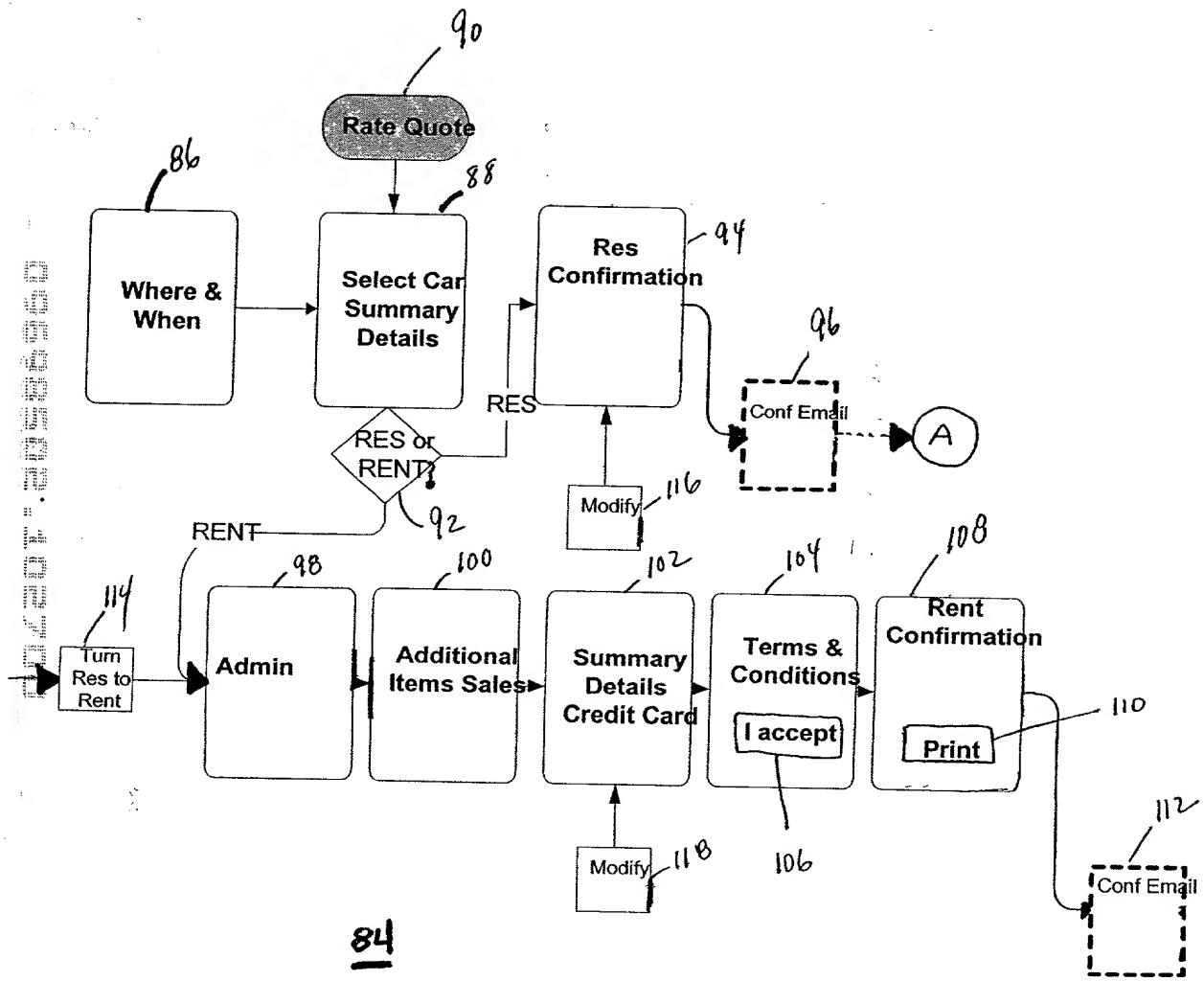


FIG.3

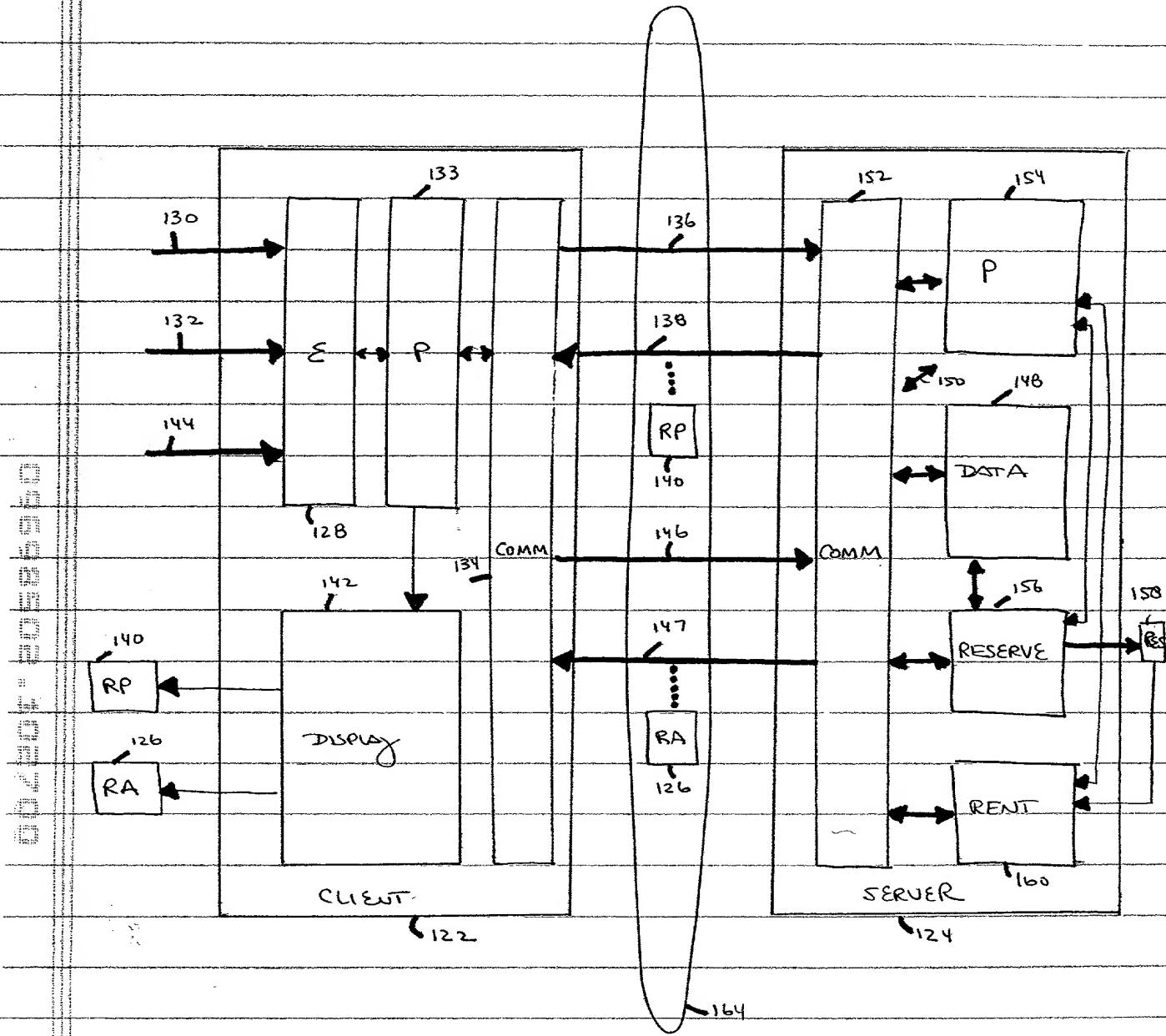


FIG. 4

120

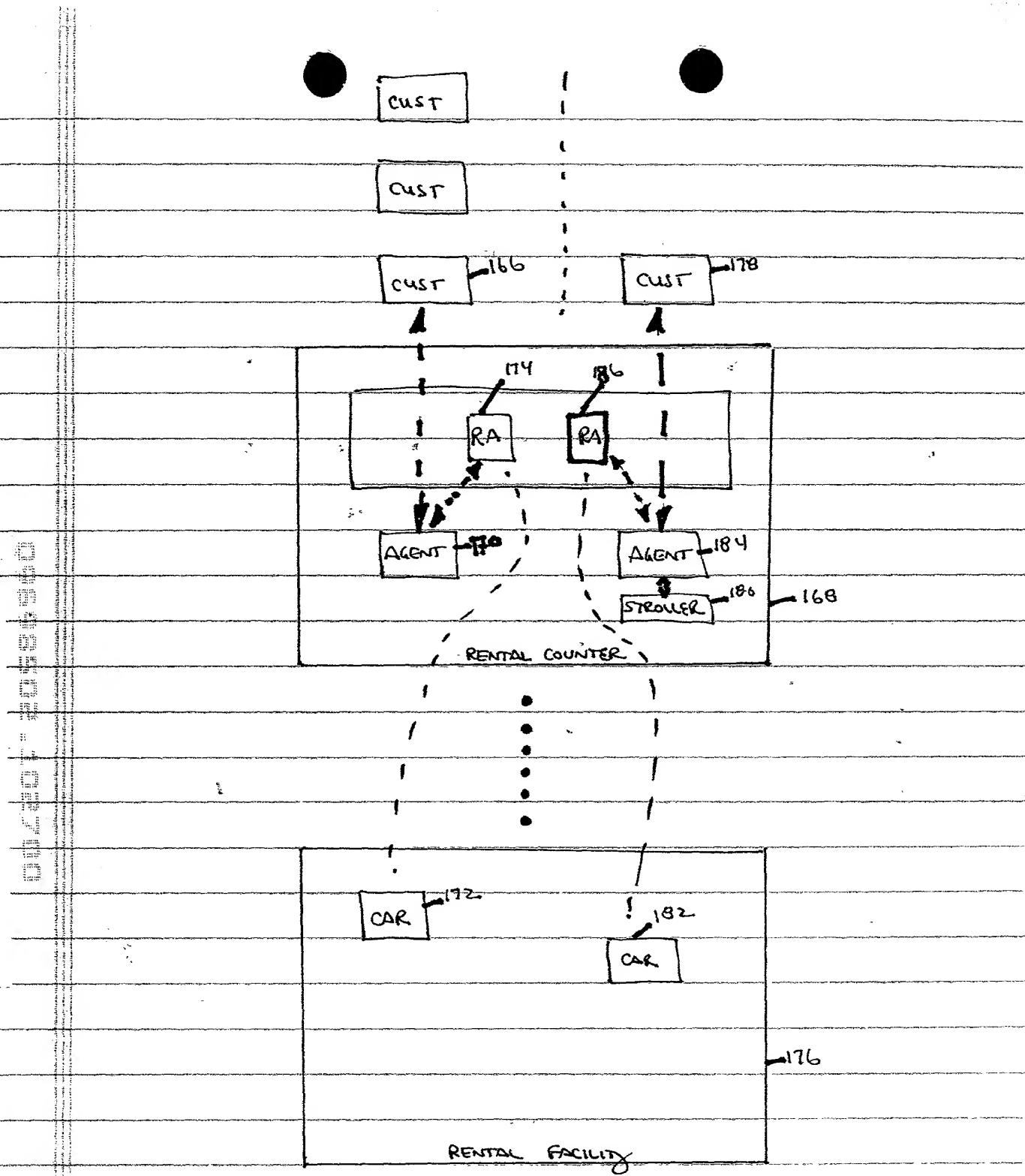
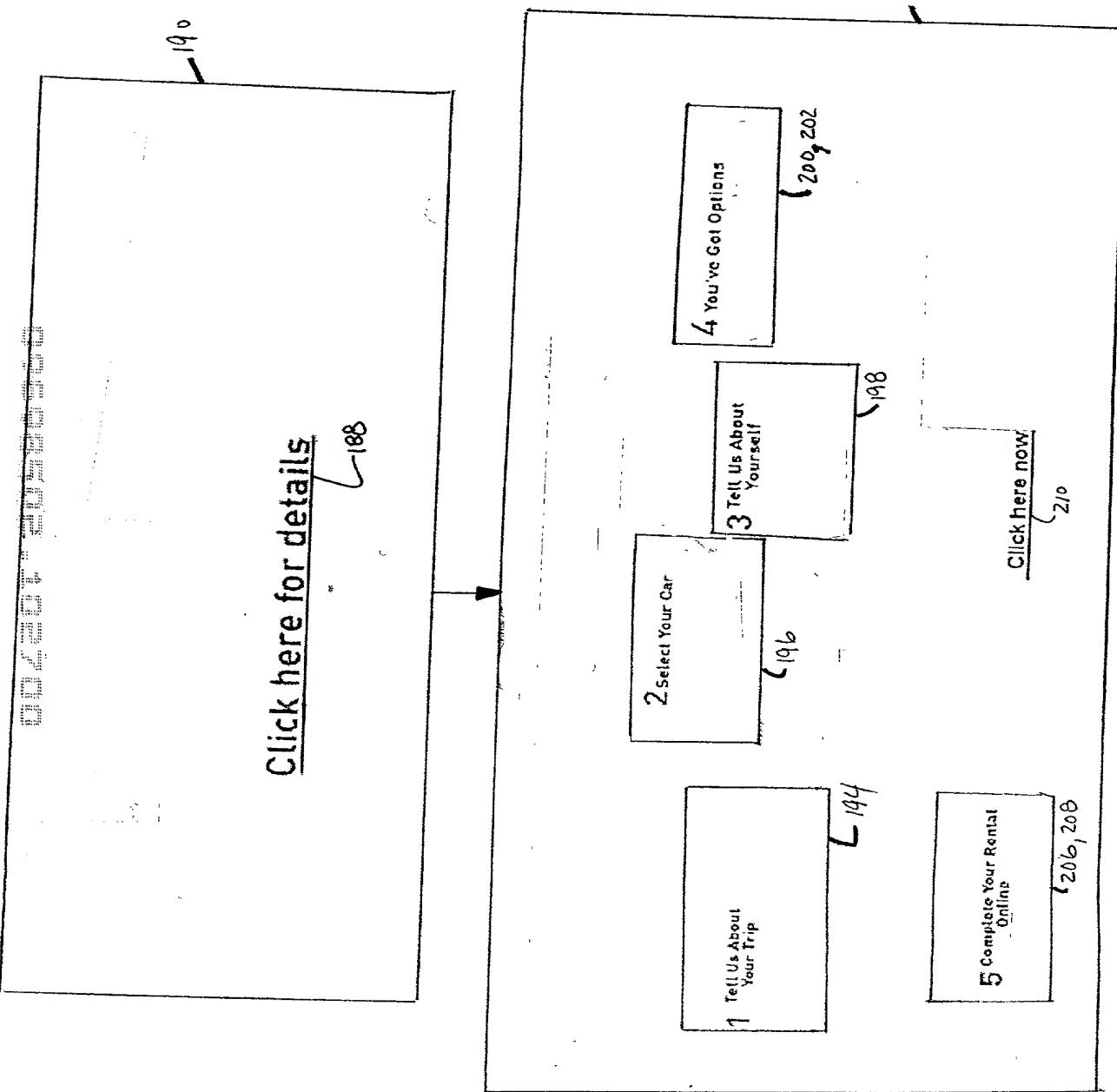


FIG.5

FIG. 6A



tell us about your trip

Existing Reservation

view 234
modify 236
cancel 238

Country of Residence?

(Select) 224

Pick Up / Drop Off Location

Pickup Location

212

Pickup Date

214

Time

9:00 AM 216

Dropoff Location

218

Dropoff Date

220

Time

9:00 AM 222

Optional Rate Information

Rate Code

224

Promo/I.D. Number

Corporate I.D. Number

Coupon Code

Applicant Code
Club Members

Member ID

228

Last Name

230

continue 

Need technical help? [Click here.](#) 240

194

FIG. 6B

Rental Period and Location

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Price quoted in
(USD) \$50.99

Car Capacity

Passengers	Luggage
Large	Large Cases
Medium	Small Cases
Small	

Car Features

Anti-Lock Brakes
Cruise Control
Power Locks/Windows
Air Bags
6-Cylinder Engine
Automatic Transmission
Air Conditioning
Power-Assist Steering
Tinted Windows
Dual Mirrors
Tilt-Steering Wheel
Delay Wipers
AM/FM Stereo With Cassette Player

Here's what's available, select one

Only vehicle classes available at requested location for requested dates are displayed.



Economy - 2-Door



\$23.99 Rental Period



Compact - 4-Door



\$25.99 Rental Period



Midsize - 4-Door



\$28.99 Rental Period



Convertible - 4-Door



\$41.99 Rental Period



Fullsize - 4-Door



\$31.99 Rental Period



Premium - 4-Door



\$45.99 Rental Period



Luxury - 4-Door



\$60.99 Rental Period



Minivan



\$45.99 Rental Period



Minivan



\$50.99 Rental Period



Sport Utility

\$50.99 Rental Period

go back

264

continue

266

Need technical help? [Click here](#)

240

196

F16.6C

252
256
254
250
258

your car

Sport Utility Vehicle



Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Price quoted in
(USD) \$50.99

Need more information? Click on
individual items for details or
the icon for details by section.

select rental options and calculate total

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate \$50.99
Daily Rate
Hourly Rate
Rate Code XX Association I.D. XXXXXX
Inclusive Rate Items
Unlimited Mileage(Properties)

Coupon Accepted

Primary Driver's Age

25 years of age and older
 Under 25 years of age (\$25.00/day ea.)

Most locations minimum age 21, read about exceptions.

Subtotal \$50.99
270

Additional Driver's and Additional Driver's Age

2 Number of additional drivers 25 years and older (\$3.99/day ea.)
 1 Number of additional drivers under 25 years of age (\$25.00/day ea.)

Subtotal \$00.00
271

Most locations minimum age 21, read about exceptions.

Subtotal \$32.98
272

Additional Items

Collision Damage Waiver (\$16.99/day)
 Extended Protection (\$10.95/day)
 Prepaid Gas (\$1.69/gallon)
 Child Safety Seat (\$4.99/day)
 Child/Infant Stroller (\$4.99/day)

Subtotal \$4.99
273

Taxes, Surcharges and Fees

Concession Recoupment Fee (10.00%) \$8.90
License Recoupment Fee (\$0.30/day) \$0.30
State Rental Surcharge (\$2.05/day) \$2.05
Sales Tax (6.00%) \$6.01

Subtotal \$17.26
274

Calculate Estimated Total

*Rate may vary slightly due to: changes in pickup or dropoff times;
election of optional items; and/or contracted rates.*

calculate

\$106.22
275

Personal Information

First Name

Last Name

E-mail Address

294

296

298

reserve

Rent

Your reservation request will be canceled in 10 minutes if you do not confirm this car. You can also click on **Quit** to cancel the request and return to the **Reservation Page**.

go back **quit**

Need technical help? [Click here.](#)

268

FIG. 6D

your reservation has been confirmed!

your car

Sport Utility Vehicle



Confirmation # 1103424

Pickup:
Ft. Lauderdale, FL (FLL) 305
Wednesday, September 16, 2000 313
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL) 308
Thursday, September 17, 2000
1 PM

Options Selected:
- Single Driver (2)
- Upgrade Driver
- Safety Seat

Total = \$106.22 (USD)

Pickup location
Ft Lauderdale Intl.
Orl/Shuttle FL, (FLL)
S. Federal Hwy.
Ft Lauderdale, FL 33301
Tel: 407-xxx-8200
407-xxx-6102
Res: Mon-Sun: 24 hours

Travel Tools
[Driving Directions](#)

Family Fun

Safety Tips

A confirmation e-mail will be sent to your e-mail address for your convenient reference. You can use your browser's print button to print a hard copy of this confirmation. Make sure the Page Setup is set to "Print as Displayed".

Confirmation # 1103424 304

Here's what you do to pick up your car: 306

- Outside the airport, find the bus, which will take you to our rental center.
- Bring your confirmation number, your credit card and your driver's license with you to the counter. You will need the confirmation number below to pick up your car, make any changes or cancel your reservation.
- Please remember to bring any coupons with you to the rental counter. You must present them at the time of pickup to apply the coupon discount to your rate.

Reservation Details 308

Name Chris Bauer 309
E-mail bauerc@ancrental.com

Base Rate Total - Sport Utility Vehicle (USD)

Weekly Rate	\$50.99
Daily Rate	
Hourly Rate	
Inclusive Rate Items	
Unlimited Mileage (Properties)	

Coupon Accepted

Subtotal	\$50.99
----------	---------

Additional Items

Additional Driver (\$3.99/day)	\$7.98
Underage Driver (\$25.00/day)	\$25.00
Child Safety Seat (\$4.99/day)	\$4.99

Subtotal	\$37.97
----------	---------

Taxes, Surcharges and Fees

Concession Recoupment Fee (10.00%)	\$8.90
License Recoupment Fee (\$0.30/day)	\$0.30
State Rental Surcharge (\$2.05/day)	\$2.05
Sales Tax (6.00%)	\$6.01

Subtotal	\$17.26
----------	---------

Estimated Subtotal

Rate may vary slightly due to: changes in pickup or dropoff times; election of optional items; and/or contracted rates.

Need technical help? [Click here.](#)

\$106.22

310

MODIFY
312

CANCEL
314

RETURN
316

FIG. 6E

tell us about yourself

your car

Sport Utility Vehicle



Res. Confirmation #1103424

361

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2)
Age Driver
Safety Seat

Total=\$106.22 (USD)

Primary Driver's License Information 320

Driver's License Number *

322

State/Province of Drivers License *

324

May we search for your past rentals
process and prefill some of the fields below?

Country of Drivers License *

326

to expedite the

yes

Expiration Date * 328

Jan 1 2000

Date of Birth * 330

Jan 1 19 (19YY)

Sex 332

M

Primary Driver's Personal Information 334

First Name *

336

Last Name *

338

Email *

340

Street Address *

342

City *

344

State/Province *

346

Zip/Postal Code *

348

Country *

350

Home Telephone *

352

Additional Driver Information 354

0 Please select the number of additional drivers.

Where are you staying? 356

Contact Name or Location

Telephone Number

Airline and Frequent Flyer Information 358

Airline

Flight Number

Frequent Flyer Program Name

Member Number

362 go back

364 continue

366 quit



Need technical help? [Click here.](#)

your car

Sport Utility Vehicle



Res.: Confirmation #1103424

Up:
Lauderdale, FL (FLL)
Wednesday, September 16, 2000
00 PM

Off:
Lauderdale, FL (FLL)
ursday, September 17, 2000
00 PM

ptions Selected:
ditional Driver (2)
derge Driver
ld. Safety Seat

total = \$106.22 (USD)

additional driver

312 I do not currently have the information required for this additional driver.
Please remove this item from my rental and I may modify my rental to add this additional driver at a later date.

Additional Driver's License Information

Please enter information as it appears on the additional driver's license

First Name *

Last Name *

Driver's License Number *

Address, City and Zip or Postal Code of Driver's License *

State of Driver's License*

Country of Driver's License*

Expiration Date *

Date of Birth *

Jan 1 2000

Jan 1 19 (19YY)

Sex

M F

316

318

380

Need technical help? [Click here.](#)

370

F6.6G

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2) - 412
Carriage Driver - 414
Child Safety Seat - 416

Subtotal = \$106.22 (USD)

Options Selected:
Additional Driver (2) - 412
Carriage Driver - 414
Child Safety Seat - 416

Subtotal = \$106.22 (USD)

optional equipment

We offer the following options to help your vacation go a little smoother.



408
Child Safety Seat — \$4.99 / day

This child restraint system conforms to government standards and is for use by infants and toddlers. [More information on the Child Safety Seat.](#)

409



410
0 ADD a child safety seat to my rental

411
Child Stroller — \$4.99 / day

Easy to use stroller with easy to use features. [More information on the Child Stroller](#)

410



412
0 ADD a stroller to my rental

413
Ski Rack — \$4.99 / day

Add this to help on your ski vacation! [More information on Ski Racks.](#)

414



415
0 ADD a ski rack to my rental

416
417
418
419
420
421
422
423
424
425
426
427
428
429
430
431
432
433
434
435
436
437
438
439
440
441
442
443
444
445
446
447
448
449
450
451
452
453
454
455
456
457
458
459
460
461
462
463
464
465
466
467
468
469
470
471
472
473
474
475
476
477
478
479
480
481
482
483
484
485
486
487
488
489
490
491
492
493
494
495
496
497
498
499
500
501
502
503
504
505
506
507
508
509
510
511
512
513
514
515
516
517
518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
542
543
544
545
546
547
548
549
550
551
552
553
554
555
556
557
558
559
560
561
562
563
564
565
566
567
568
569
570
571
572
573
574
575
576
577
578
579
580
581
582
583
584
585
586
587
588
589
590
591
592
593
594
595
596
597
598
599
600
601
602
603
604
605
606
607
608
609
610
611
612
613
614
615
616
617
618
619
620
621
622
623
624
625
626
627
628
629
630
631
632
633
634
635
636
637
638
639
640
641
642
643
644
645
646
647
648
649
650
651
652
653
654
655
656
657
658
659
660
661
662
663
664
665
666
667
668
669
6610
6611
6612
6613
6614
6615
6616
6617
6618
6619
6620
6621
6622
6623
6624
6625
6626
6627
6628
6629
6630
6631
6632
6633
6634
6635
6636
6637
6638
6639
6640
6641
6642
6643
6644
6645
6646
6647
6648
6649
6650
6651
6652
6653
6654
6655
6656
6657
6658
6659
6660
6661
6662
6663
6664
6665
6666
6667
6668
6669
66610
66611
66612
66613
66614
66615
66616
66617
66618
66619
66620
66621
66622
66623
66624
66625
66626
66627
66628
66629
66630
66631
66632
66633
66634
66635
66636
66637
66638
66639
66640
66641
66642
66643
66644
66645
66646
66647
66648
66649
66650
66651
66652
66653
66654
66655
66656
66657
66658
66659
66660
66661
66662
66663
66664
66665
66666
66667
66668
66669
666610
666611
666612
666613
666614
666615
666616
666617
666618
666619
666620
666621
666622
666623
666624
666625
666626
666627
666628
666629
666630
666631
666632
666633
666634
666635
666636
666637
666638
666639
666640
666641
666642
666643
666644
666645
666646
666647
666648
666649
666650
666651
666652
666653
666654
666655
666656
666657
666658
666659
666660
666661
666662
666663
666664
666665
666666
666667
666668
666669
6666610
6666611
6666612
6666613
6666614
6666615
6666616
6666617
6666618
6666619
6666620
6666621
6666622
6666623
6666624
6666625
6666626
6666627
6666628
6666629
6666630
6666631
6666632
6666633
6666634
6666635
6666636
6666637
6666638
6666639
6666640
6666641
6666642
6666643
6666644
6666645
6666646
6666647
6666648
6666649
6666650
6666651
6666652
6666653
6666654
6666655
6666656
6666657
6666658
6666659
6666660
6666661
6666662
6666663
6666664
6666665
6666666
6666667
6666668
6666669
66666610
66666611
66666612
66666613
66666614
66666615
66666616
66666617
66666618
66666619
66666620
66666621
66666622
66666623
66666624
66666625
66666626
66666627
66666628
66666629
66666630
66666631
66666632
66666633
66666634
66666635
66666636
66666637
66666638
66666639
66666640
66666641
66666642
66666643
66666644
66666645
66666646
66666647
66666648
66666649
66666650
66666651
66666652
66666653
66666654
66666655
66666656
66666657
66666658
66666659
66666660
66666661
66666662
66666663
66666664
66666665
66666666
66666667
66666668
66666669
666666610
666666611
666666612
666666613
666666614
666666615
666666616
666666617
666666618
666666619
666666620
666666621
666666622
666666623
666666624
666666625
666666626
666666627
666666628
666666629
666666630
666666631
666666632
666666633
666666634
666666635
666666636
666666637
666666638
666666639
666666640
666666641
666666642
666666643
666666644
666666645
666666646
666666647
666666648
666666649
666666650
666666651
666666652
666666653
666666654
666666655
666666656
666666657
666666658
666666659
666666660
666666661
666666662
666666663
666666664
666666665
666666666
666666667
666666668
666666669
6666666610
6666666611
6666666612
6666666613
6666666614
6666666615
6666666616
6666666617
6666666618
6666666619
6666666620
6666666621
6666666622
6666666623
6666666624
6666666625
6666666626
6666666627
6666666628
6666666629
6666666630
6666666631
6666666632
6666666633
6666666634
6666666635
6666666636
6666666637
6666666638
6666666639
6666666640
6666666641
6666666642
6666666643
6666666644
6666666645
6666666646
6666666647
6666666648
6666666649
6666666650
6666666651
6666666652
6666666653
6666666654
6666666655
6666666656
6666666657
6666666658
6666666659
6666666660
6666666661
6666666662
6666666663
6666666664
6666666665
6666666666
6666666667
6666666668
6666666669
66666666610
66666666611
66666666612
66666666613
66666666614
66666666615
66666666616
66666666617
66666666618
66666666619
66666666620
66666666621
66666666622
66666666623
66666666624
66666666625
66666666626
66666666627
66666666628
66666666629
66666666630
66666666631
66666666632
66666666633
66666666634
66666666635
66666666636
66666666637
66666666638
66666666639
66666666640
66666666641
66666666642
66666666643
66666666644
66666666645
66666666646
66666666647
66666666648
66666666649
66666666650
66666666651
66666666652
66666666653
66666666654
66666666655
66666666656
66666666657
66666666658
66666666659
66666666660
66666666661
66666666662
66666666663
66666666664
66666666665
66666666666
66666666667
66666666668
66666666669
666666666610
666666666611
666666666612
666666666613
666666666614
666666666615
666666666616
666666666617
666666666618
666666666619
666666666620
666666666621
666666666622
666666666623
666666666624
666666666625
666666666626
666666666627
666666666628
666666666629
666666666630
666666666631
666666666632
666666666633
666666666634
666666666635
666666666636
666666666637
666666666638
666666666639
666666666640
666666666641
666666666642
666666666643
666666666644
666666666645
666666666646
666666666647
666666666648
666666666649
666666666650
666666666651
666666666652
666666666653
666666666654
666666666655
666666666656
666666666657
666666666658
666666666659
666666666660
666666666661
666666666662
666666666663
666666666664
666666666665
666666666666
666666666667
666666666668
666666666669
6666666666610
6666666666611
6666666666612
6666666666613
6666666666614
6666666666615
6666666666616
6666666666617
6666666666618
6666666666619
6666666666620
6666666666621
6666666666622
6666666666623
6666666666624
6666666666625
6666666666626
6666666666627
6666666666628
6666666666629
6666666666630
6666666666631
6666666666632
6666666666633
6666666666634
6666666666635
6666666666636
6666666666637
6666666666638
6666666666639
6666666666640
6666666666641
6666666666642
6666666666643
6666666666644
6666666666645
6666666666646
6666666666647
6666666666648
6666666666649
6666666666650
6666666666651
6666666666652
6666666666653
6666666666654
6666666666655
6666666666656
6666666666657
6666666666658
6666666666659
6666666666660
6666666666661
6666666666662
6666666666663
6666666666664
6666666666665
6666666666666
6666666666667
6666666666668
6666666666669
66666666666610
66666666666611
66666666666612
66666666666613
66666666666614
66666666666615
66666666666616
66666666666617
66666666666618
66666666666619
66666666666620
66666666666621
66666666666622
66666666666623
66666666666624
66666666666625
66666666666626
66666666666627
66666666666628
66666666666629
66666666666630
66666666666631
66666666666632
66666666666633
66666666666634
66666666666635
66666666666636
66666666666637
66666666666638
66666666666639
66666666666640
66666666666641
66666666666642
66666666666643
66666666666644
66666666666645
66666666666646
66666666666647
66666666666648
66666666666649
66666666666650
66666666666651
66666666666652
66666666666653
66666666666654
66666666666655
66666666666656
66666666666657
66666666666658
66666666666659
66666666666660
66666666666661
66666666666662
66666666666663
66666666666664
66666666666665
66666666666666
66666666666667
66666666666668
66666666666669
666666666666610
666666666666611
666666666666612
666666666666613
666666666666614
666666666666615
666666666666616
666666666666617
666666666666618
666666666666619
666666666666620
666666666666621
666666666666622
666666666666623
666666666666624
666666666666625
666666666666626
666666666666627
666666666666628
666666666666629
666666666666630
666666666666631
666666666666632
666666666666633
666666666666634
666666666666635
666666666666636
666666666666637
666666666666638
666666666666639
666666666666640
666666666666641
666666666666642
666666666666643
666666666666644
666666666666645
666666666666646
666666666666647
666666666666648
666666666666649
666666666666650
666666666666651
666666666666652
666666666666653
666666666666654
666666666666655
666666666666656
666666666666657
666666666666658
666666666666659
666666666666660
666666666666661
666666666666662
666666666666663
666666666666664
666666666666665
666666666666666
666666666666667
666666666666668
666666666666669
6666666666666610
6666666666666611
6666666666666612
6666666666666613
6666666666666614
6666666666666615
6666666666666616
6666666666666617
6666666666666618
6666666666666619
6666666666666620
6666666666666621
6666666666666622
6666666666666623
6666666666666624
6666666666666625
6666666666666626
6666666666666627
6666666666666628
6666666666666629
6666666666666630
6666666666666631
6666666666666632
6666666666666633
6666666666666634
6666666666666635
6666666666666636
6666666666666637
6666666666666638
6666666666666

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2)
Underage Driver
Collision Damage Waiver
Extended Protection
Child Safety Seat

Subtotal = \$167.95 (USD)

43b

43c

43d

For more information? Click on
individual items for details or
the icon for details by section.



review your rental

Personal Information Summary - 440

Chris Bauer
123 Main Street
Ft. Lauderdale, FL
33002 USA
bauerc@ancrental.com

Club I.D.# 1254

Rental Information Summary - 442

Pickup: Saturday, August 8, 2000 @ 9:00 AM
Ft Lauderdale Intl. Airport/Shuttle, FL (FLL)
Dropoff: Sunday, August 9, 2000 @ 3:30 PM
Ft Lauderdale Intl. Airport/Shuttle, FL (FLL)

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate	\$50.99
Daily Rate	
Hourly Rate	

Rate Code XX Association I.D. XXXXXX
Inclusive Rate Items
Unlimited Mileage(Properties)
Coupon Accepted

444
Subtotal \$50.99

Primary Driver

Name	Drivers License No
Chris Bauer	06060607

Underage Driver (\$25.00/day) \$25.00

446
Subtotal \$25.00

Additional Driver/Underage Driver

Additional Driver(s) (\$3.99/day)

<input checked="" type="checkbox"/>	Name	Drivers License No
<input checked="" type="checkbox"/>	Neena Chawla	06060607
<input checked="" type="checkbox"/>	James Bauer	09090909

Underage Driver (\$25.00/day) \$25.00

448
Subtotal \$32.98

Additional Items

<input checked="" type="checkbox"/>	Accept	Collision Damage Waiver (\$16.99/day)	\$16.99
<input checked="" type="checkbox"/>	Accept	Extended Protection (\$10.95/day)	\$10.95
<input checked="" type="checkbox"/>	Decline	Prepaid Gas (\$1.69/gallon)	\$3.99
<input checked="" type="checkbox"/>	Child Safety Seat (\$4.99/day)	\$4.99	
<input checked="" type="checkbox"/>	Child/Infant Stroller (\$4.99/day)	\$4.99	

450
Subtotal \$32.93

Taxes, Surcharges and Fees

Concession Recoupment Fee (10.00%)	\$14.19
License Recoupment Fee (\$0.30/day)	\$0.30
State Rental Surcharge (\$2.05/day)	\$2.05
Sales Tax (6.00%)	\$9.51

452
Subtotal \$26.05

Calculate Total

View your options above and use the calculate button to view your final total.

456
calculate

454
Total \$167.95

Credit Card Information

Your credit card will not be charged until time of rental. You can cancel this rental at
anytime

Your credit card information is secure.

466
Payment Method *
(Select)

First Name *

468
Credit Card Number *
01 2000

Middle Name

470
Expiration Month / Year *
Last Name *

474
Go Back

476
Continue

206

Fig. 6 J

your car

terms and conditions

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
- Onal Driver (2)
- age Driver
- Safety Seat

total=\$106.22 (USD)

By accepting the Terms and Conditions below, no handwritten signature is required so you can bypass the rental counter when picking up your car.

Before leaving the premises you and any additional driver will be asked to show your driver's licenses and sign a log report.

"I", "me", "my" refer to the person(s) who sign this agreement. You, your, refer to XYZ, Inc.

I rent from you the car described on the receipt I receive at the renting location. I agree to the terms set forth below and any added pages, including the rental agreement jacket I will receive at the renting location. All changes must be made via XYZ.com prior to picking up the car, or at the rental counter. The name and address I have provided on this rental agreement

Defeat

492

三

480

n no, thank you

yes, I accept

If you do not want to accept the Terms and Conditions of this contract we will still hold your car and you can pick it up at the rental counter.

208

fig. 6k

your car

Sport Utility Vehicle



Confirmation #1103566

Pickup:

Ft. Lauderdale, FL (FLL) *509*
Wednesday, September 16, 2000
12:00 PM

Dropoff:

Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:

Additional Driver (2)
Underage Driver
Collision Damage Waiver
Extended Protection
Child Safety Seat

Total = \$167.95 (USD)

488

490

pickup location

Ft Lauderdale Intl.
Airport/Shuttle FL, (FLL)
101 S. Federal Hwy.
Ft Lauderdale, FL 33301
Phone: 407-xxx-8200
Fax: 407-xxx-6102
Hours: Mon-Sun: 24 hours

available Tools

iving Directions



safety Tips

confirmation e-mail will be sent to your e-mail address for your convenient reference. You can use your browser's print button to print a hard copy of this confirmation. Make sure the Page Setup is set to "Print as Displayed".

Confirmation # 1103566

Your rental has been confirmed and will be waiting for you when you arrive at your destination.

Here's what you do to pick up your car:

- Outside the airport, find the bus, which will take you to our rental center located at 2601 S. Federal Highway. The plaza is accessible from I-95 to I-595 East to US1 North. Since all cars are picked up and dropped off at this rental facility, shuttle service is required for airport customers.

516
Details *492*

Chris Bauer
123 Main Street
Ft. Lauderdale, FL
33302 USA
Email: bauerc@anrental.com
Club I.D.# 1254

508

Pickup: Ft. Lauderdale, FL (FLL) Wednesday, September 16, 2000 at 12:00 PM
Dropoff: Ft. Lauderdale, FL (FLL) Wednesday, September 17, 2000 at 12:00 PM

518

494

495

Credit Card: XXX Credit Card No: xxxx-xxxx-xxxx-2222 Expires: 06/02

I have agreed to the terms and conditions of this rental agreement.

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate		\$50.99
Daily Rate		
Hourly Rate		
Rate Code XX Association I.D. XXXXXX		
Inclusive Rate Items		
Unlimited Mileage(Properties)		
Coupon Accepted		

516
Subtotal \$50.99

Additional Driver/Underage Driver

Additional Driver(s) (\$3.99/day)		
Name	Drivers License No	
Neena Chawla	06060607	\$3.99
James Bauer	09090909	\$3.99

498

498

Underage Driver (\$25.00/day)

516
Subtotal \$32.98

498

Additional Items		
Collision Damage Waiver (\$16.99/day)		\$16.99
Extended Protection (\$10.95/day)		\$10.95

510
Subtotal \$27.94

510

Taxes, Surcharges and Fees		
Concession Recoupment (10.00%)		\$14.19
License Recoupment Fee (\$0.30/day)		\$0.30
State Rental Surcharge (\$2.05/day)		\$2.05
Sales Tax (6.00%)		\$9.51

512
Subtotal \$26.05

512

Total		\$167.95
-------	--	----------

504

510
print contract

512
cancel

514
modify

Click above to cancel

Click above to modify

484

516

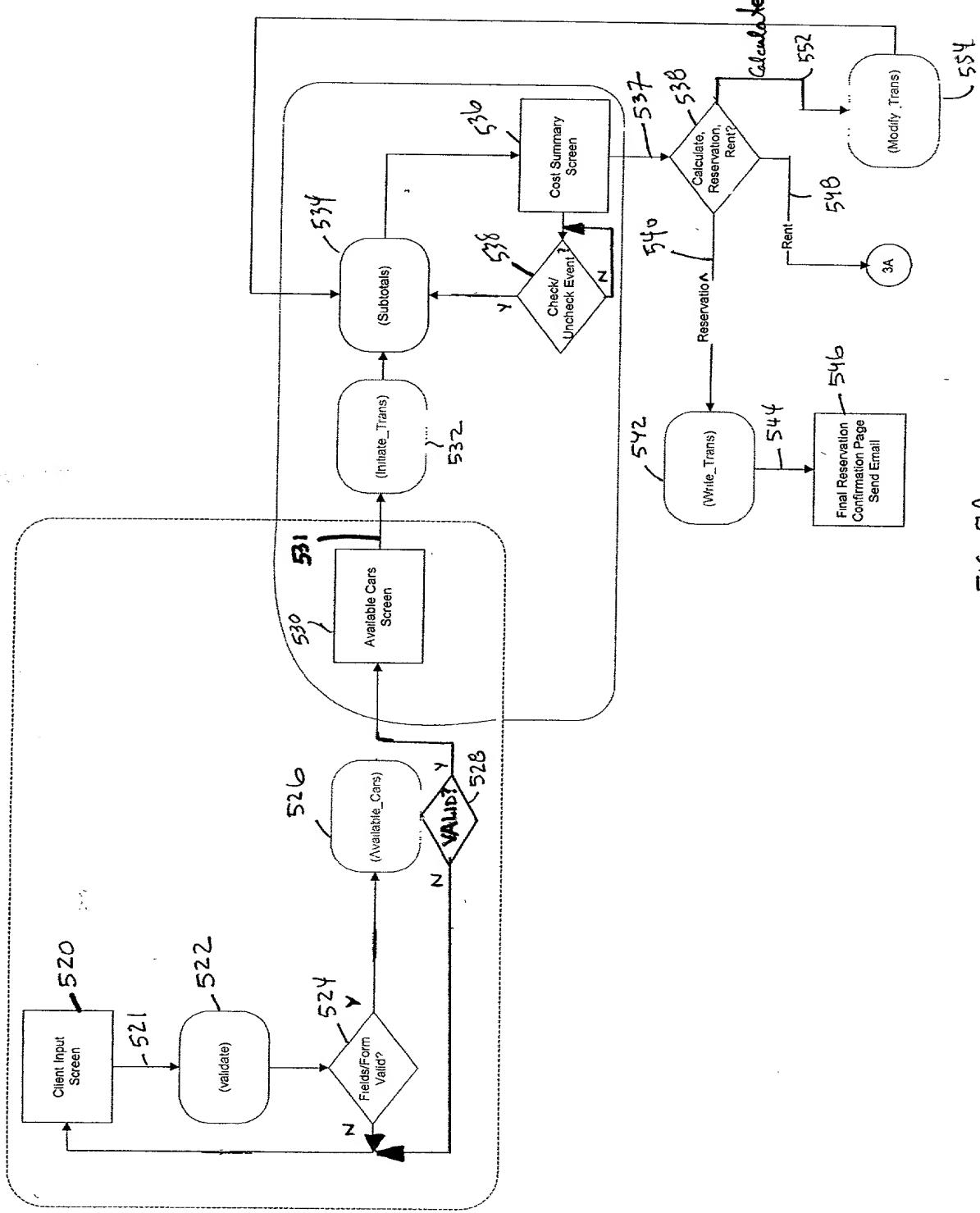


FIG. 7A

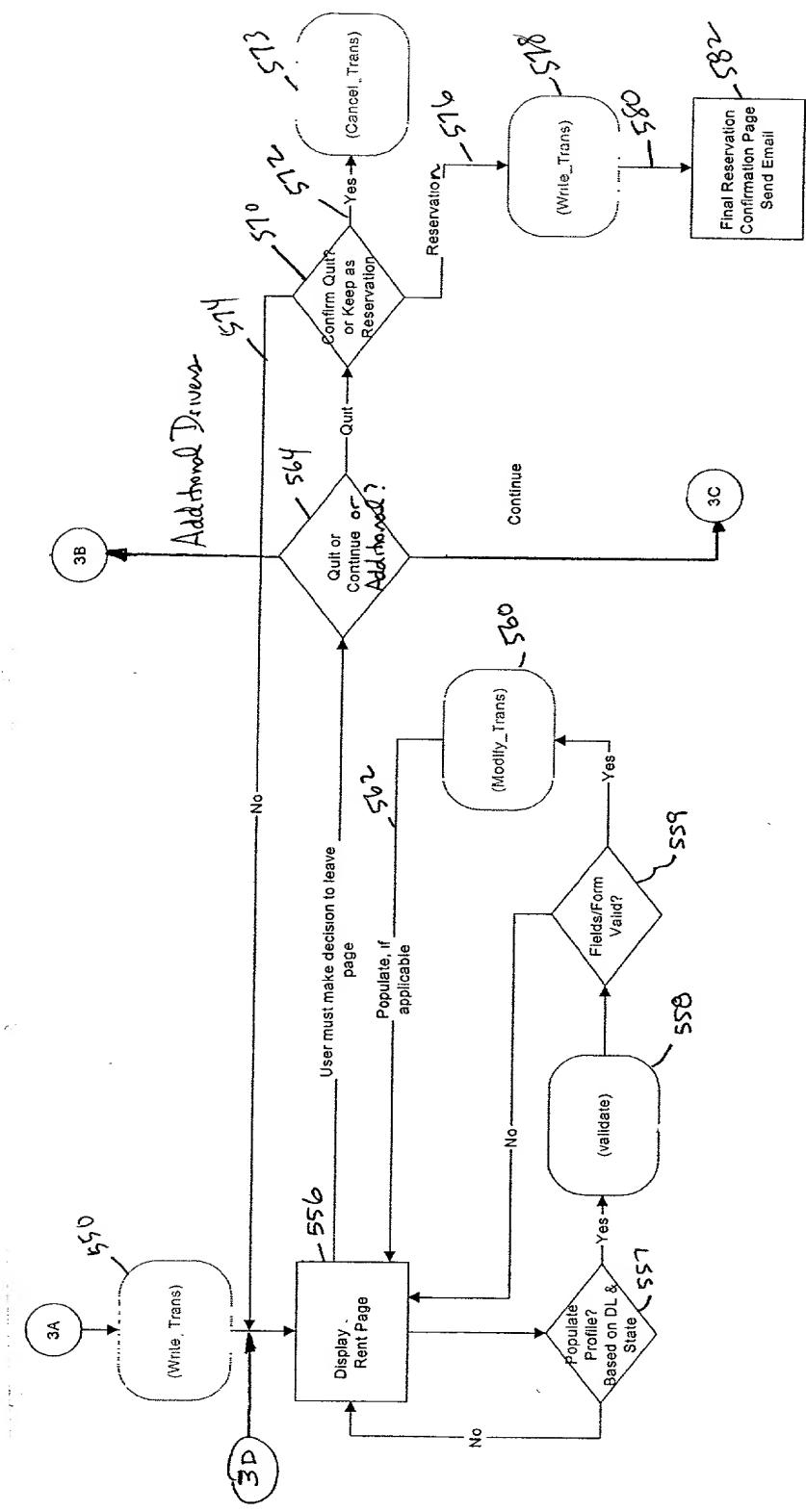


FIGURE 18

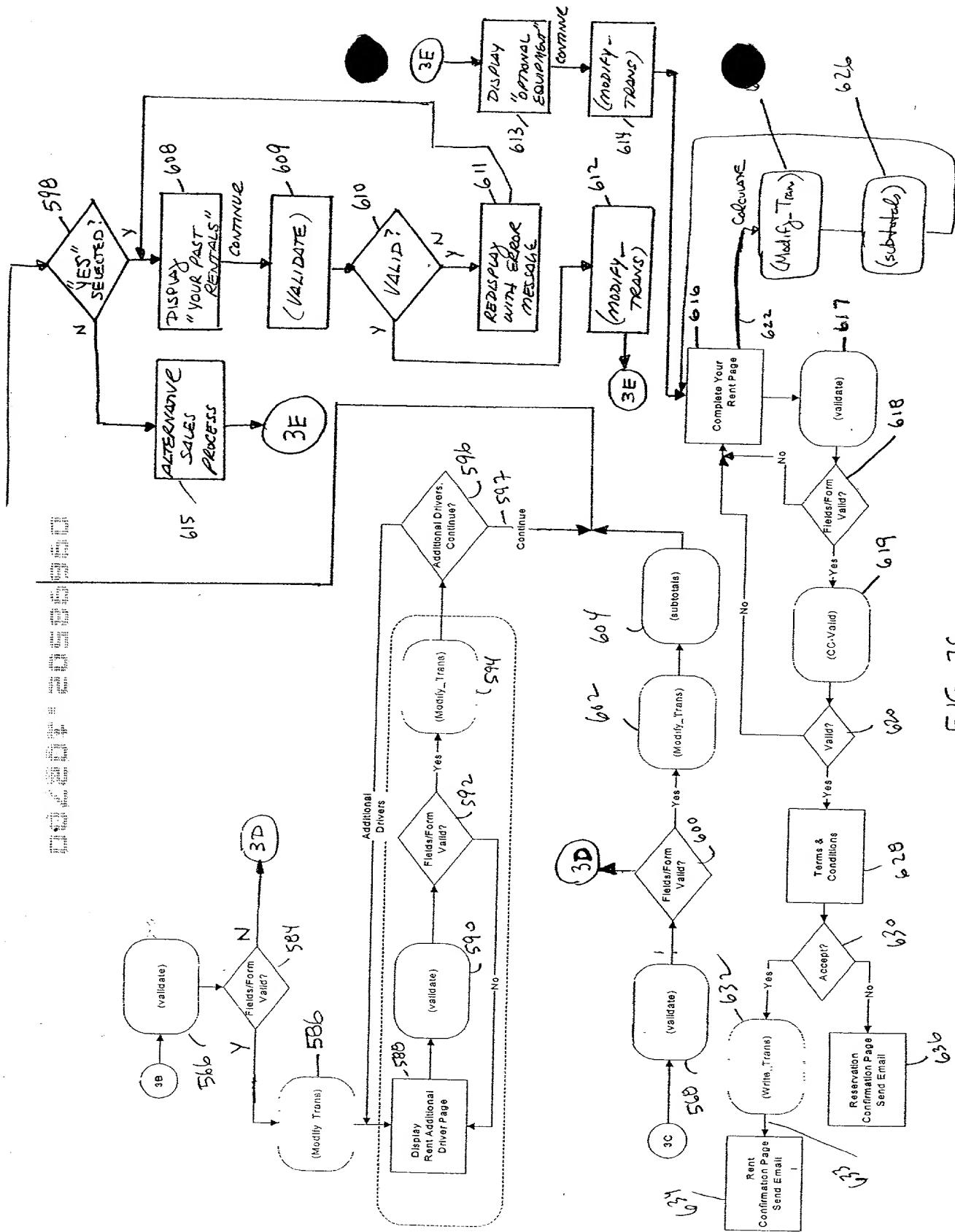


FIG. 7C

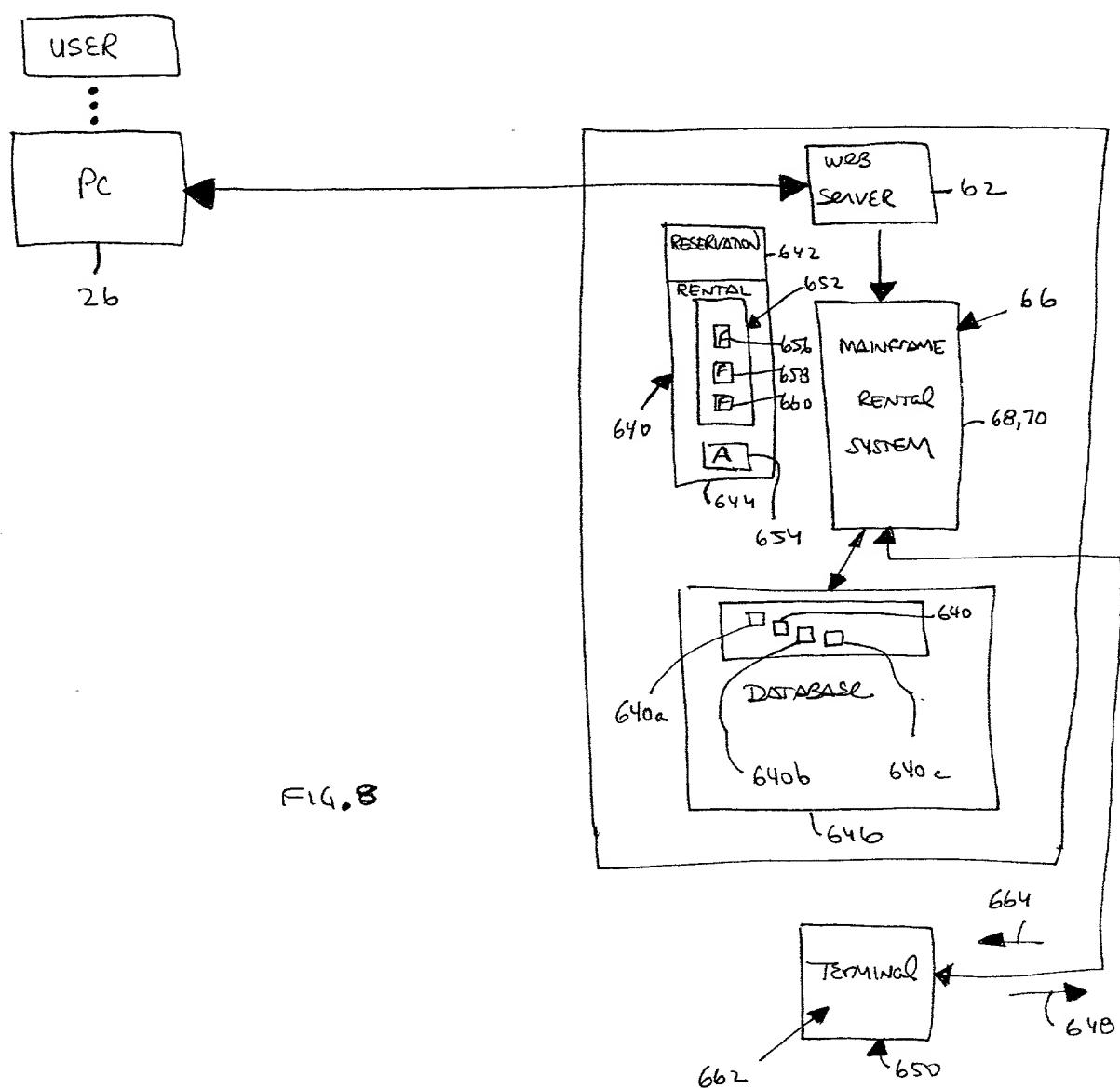
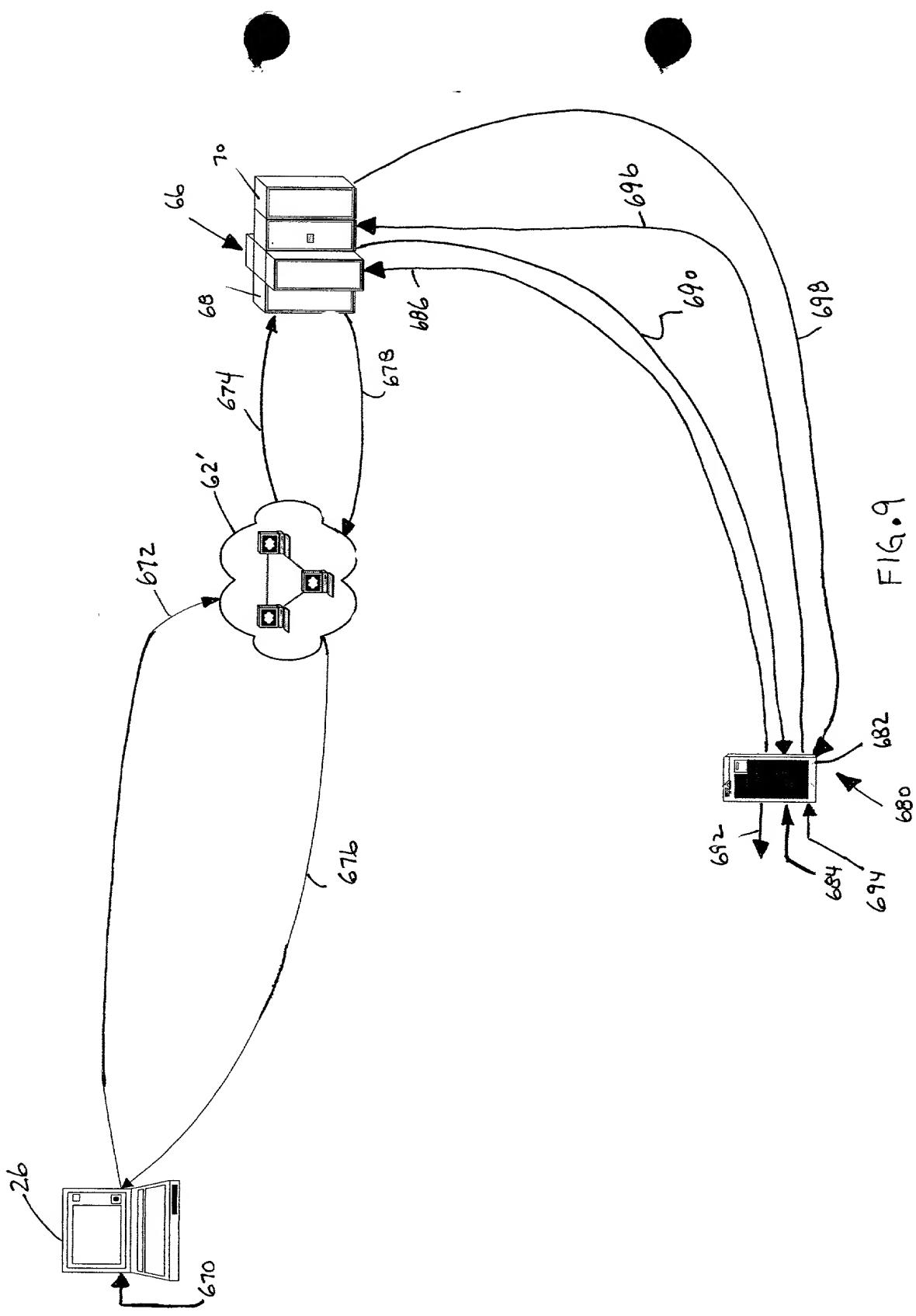
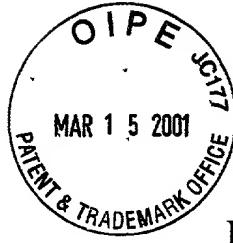


FIG. 8





285277-00018

DECLARATION FOR PATENT APPLICATION

As the below named inventors, we hereby declare that:

Our residences, post office addresses and citizenship are as stated below next to our names.

We believe we are the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled METHOD FOR COMPLETING AND STORING AN ELECTRONIC RENTAL AGREEMENT, the specification of which (check one)

_____ is attached hereto.

We hereby state that we have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

We acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, §1.56.

We hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application[s] for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

PRIOR FOREIGN APPLICATION(S)

				Priority claimed
Yes	No	(Number)	(Country)	(Day/month/year filed)
Yes	No	(Number)	(Country)	(Day/month/year filed)
Yes	No	(Number)	(Country)	(Day/month/year filed)

We hereby claim the benefit under Title 35, United States Code, §120 of any United States application[s] listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, we acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, Code of Federal Regulations, §1.56 which became available

between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial No.) (Filing Date) (Status--patented, pending, abandoned)

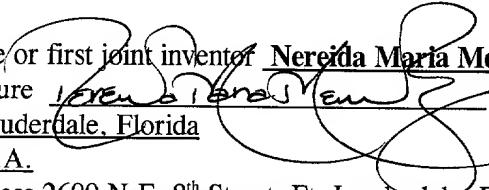
(Application Serial No.) (Filing Date) (Status--patented, pending, abandoned)

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

We hereby appoint Walter J. Blenko, Jr., Registration No. 18,526; Arnold B. Silverman, Registration No. 22,614; Richard V. Westerhoff, Registration No. 24,454; David W. Brownlee, Registration No. 24,464; Daniel P. Cillo, Registration No. 25,108; Daniel C. Abeles, Registration No. 25,822; Robert P. Lenart, Registration No. 30,654; Alan G. Towner, Registration No. 32,949; David V. Radack, Registration No. 33,442; Kirk D. Houser, Registration No. 37,357; Diane R. Meyers, Registration No. 38,968; David C. Jenkins, Registration No. 42,691; Brij K. Agarwal, Registration No. 43,507; Debra Z. Anderson, Registration No. 44,506; Clifford A. Pastel, Registration No. 46,013; and William F. Lang, IV, Registration No. 41,928; as our attorneys to prosecute this application for patent, with full power of substitution and revocation, to amend or otherwise act relative to it as they may deem advisable, to transact all business in the Patent and Trademark Office in connection therewith, to amend the specification, to appeal in case of rejection, as they may deem advisable, to receive the patent when granted, and generally to do all matters and things needful in the premises as fully and to all intents and purposes as we could do.

Please direct all correspondence to: **Kirk D. Houser**
Eckert Seamans Cherin & Mellott, LLC, 600 Grant Street, Forty-Fourth Floor, Pittsburgh, Pennsylvania 15219, (412) 566-6000.

Full name of sole or first joint inventor Nereida Maria Menendez

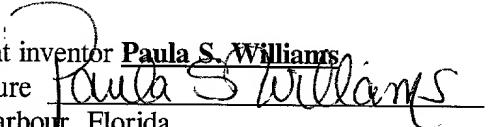
Inventor's signature  Date 12/6/00

Residence Ft. Lauderdale, Florida

Citizenship U.S.A.

Post Office Address 2600 N.E. 8th Street, Ft. Lauderdale, FL 33304

Full name of joint inventor Paula S. Williams

Inventor's signature  Date 12/06/2000

Residence Bal Harbour, Florida

Citizenship U.S.A.

Post Office Address 10295 Collins Avenue, No. 929, Bal Harbour, FL 33154

Full name of joint inventor Michael J. Manis

Inventor's signature 

Residence Boca Raton, Florida

Citizenship U.S.A.

Post Office Address 22049 Palm Grass, Boca Raton, FL 33428

Date 12/6/00